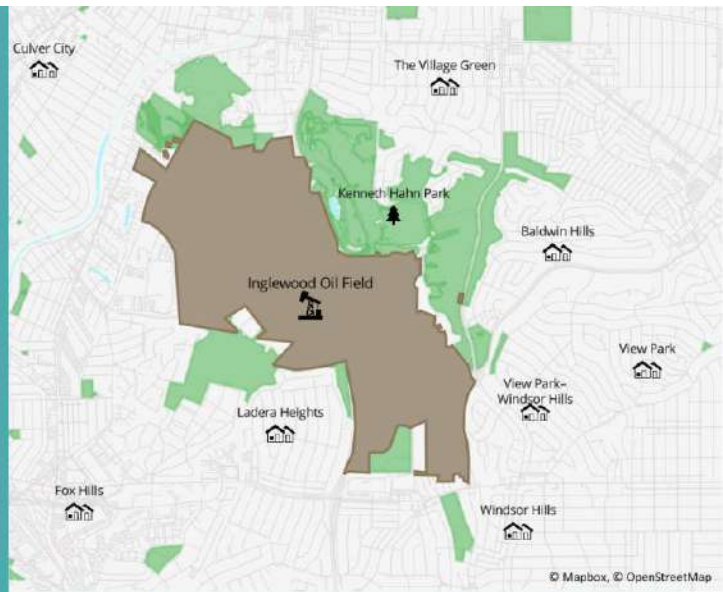


# INGLEWOOD OIL FIELD (IOF) COMPLAINT PROCESS



**Record**

Record as much information as possible about the issue before reporting.

Sentinel Peak Resources (SPR)  
800-766-4108 and/or

South Coast Air Quality Management District (SCAQMD) for air quality complaints 800-288-7664 (800-CUT-SMOG)

Calling both numbers is recommended.



**Call**

Provide all collected information. While not required, provide contact information to allow representatives to follow up and provide you with the results of their investigation. Don't worry, your information is kept private!



**Inform**

Pay attention to any other issues which may be due to the IOF. Even if a complaint was already made, be sure to report additional complaints.



**Observe**

FOR MORE INFORMATION, SEE  
NEXT PAGE

# Understanding the Inglewood Oil Field Community Complaint Process

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## Options to report a complaint related to the Inglewood Oil Field

Residents of the Baldwin Hills area and surrounding communities should report air quality concerns and issues, such as noise, vibrations, odors, smoke, dust, or other air contaminants, near the Inglewood Oil Field (IOF) to the following entities (it is recommended to contact both entities in making complaints):

- a) Sentinel Peak Resources Inglewood Oil Field (SPR IOF) by calling 800-766-4108.
- b) South Coast Air Quality Management District (SCAQMD) for air quality complaints  
<http://www3.aqmd.gov/webappl/complaintsystemonline/NewComplaint.aspx> or call 800-288-7664

## Understanding the complaint process

### a) **What you need to know before reporting a complaint:**

When reporting complaints prepare to:

- Provide the following information during the reporting process: 1) location of the odor, dust or noise, 2) time of day this issue is noticed, 3) whether the issue only happens for a short time at a certain time of day or whether it occurs all day, and 4) any other helpful information
- Give representatives your contact information (name, address, and phone number). This information is kept confidential. Reporting can be done anonymously but keep in mind that representatives will not be able to contact you if additional information is needed or to inform you of the results of their investigation.

### b) **Who else is involved in the complaint process:**

*When a complaint is filed with SPR*, a notice of the complaint is sent to SCAQMD and the Los Angeles County Department of Regional Planning (LACDRP), as well as the Public Health Department, if needed. LACDRP usually receives a report of the complaint and makes sure all appropriate steps are taken in the investigation of the complaint. The LACDRP Environmental Compliance Coordinator (ECC) is also contacted to review all complaints and may conduct interviews with SPR staff and the public. SPR follows up on those complaints and keeps these agencies informed about all steps taken.

*When a complaint is reported to SCAQMD*, they investigate and handle the complaint. SCAQMD is a regional agency and oversees all reported air quality complaints themselves. They have their own enforcement procedure. If complaints aren't resolved, SCAQMD will notify LACDRP and other agencies, if needed.

### c) **What else can be done if your reported complaint is closed but you are still experiencing issues:**

Contact representatives from SPR or SCAQMD again to file additional complaints. It is important to keep documenting uncorrected issues. Continued reported complaints concerning the same issues are investigated by other oversight agencies. Furthermore, for repeated or chronic issues contact LA County directly or attend a regular meeting of the Baldwin Hills Community Advisory Meeting<sup>1</sup>.

### d) **Where can documentation/records of reported complaints be found:**

The Baldwin Hills Community Standards District (CSD) site (<https://planning.lacounty.gov/baldwinhills>) provides residents with information about the CSD regulations and how the Inglewood Oil Field Operator is adhering to those regulations. The CSD website also provides current and archived complaint logs by quarter for each year since 2009 and summarize all complaints made to SPR and SCAQMD, with resident's information hidden to keep their identities private. Additional information about the oil fields can be found at <https://inglewoodoilfield.com/>.

<sup>1</sup> Meeting information is available at <https://planning.lacounty.gov/baldwinhills/cap>