Involving the Public

Tool Kit Guidance
Keep Local Officials &
the Public Updated

- Progress Reports
- Press Releases
  - Submit to TSEP prior to publishing
- Groundbreaking or Ribbon Cutting Ceremonies – Open House Tours
- Newsletters or Mailings
- Local Government/District Website – Social Media – List serves
Project Signs

Wolf Creek Wastewater System
Wolf Creek County Water/Sewer District
P.O. Box 85 Wolf Creek, MT 59648

Engineer: Robert Peece & Associates
825 Custer Avenue, Helena MT 59604

Contractor: NW Construction, Inc.
Bozeman MT 59715

Financed by: United States Department of Agriculture (USDA) Rural Development
Montana Department of Commerce/Statewide Statewide Program (STSP)
US Army Corps of Engineers
Montana State System of Waterways Planning

USDA is an equal opportunity provider and employer

MONTANA

RENEWABLE RESOURCES GRANT AND LOAN PROGRAM
Dealing with Complaints

- There should be a conversation among the engineers, local government, contractor(s) developing a plan or process for complaints.
- Keep written records of the who, what, when, and where relative to the complaint.
- Resolve the complaint as soon as possible and record how it was resolved.
Questions?

See additional tool kit guidance on TSEP website at
http://comdev.mt.gov/Programs/TSEP/ProjectGrants/Admin/Toolkit

Call or email us, we are here to help

DOCTSEPM@mt.gov

(406) 841-2770