

Filing Complaints and Reporting Incidents



MAINE DEPARTMENT OF ENVIRONMENTAL PROTECTION

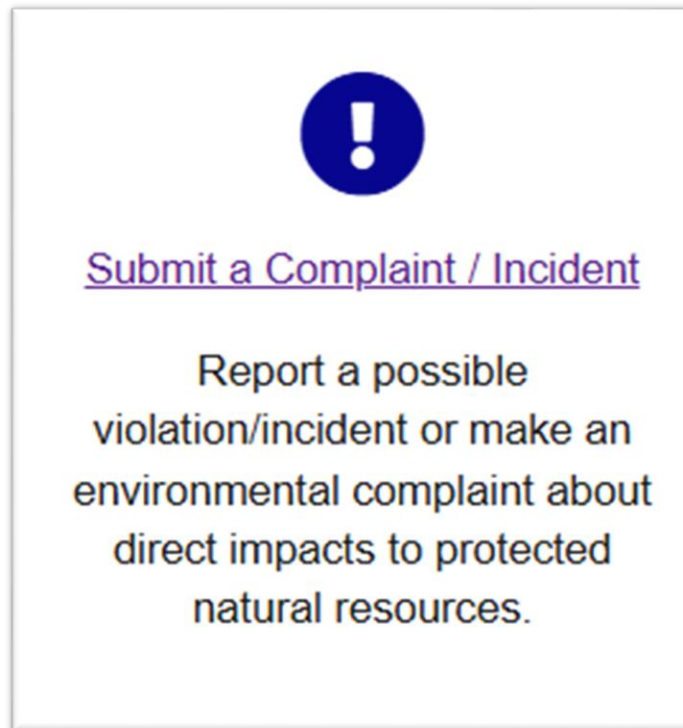
17 State House Station | Augusta, Maine 04333-0017

www.maine.gov/dep

Filing Complaints or Reporting Incidents

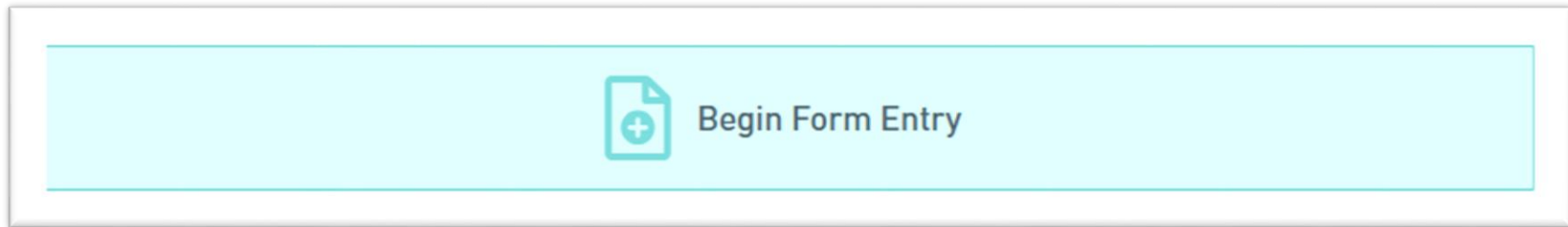
On the [MELS Hub](#), select “Submit a Complaint/Incident” as demonstrated in Figure 1 below.

Figure 1: Submit a Complaint/Incident



Select “Begin Form Entry,” as demonstrated in Figure 2 below.

Figure 2: Begin Form Entry



For more information on completing the Complaint Form, continue to the Complaint Form Information section in this User Guide below.

Complaint Form Information

Complaint Type

If your complaint relates to the discharge of oil, please call the 24-hour Oil Spill Hotline at **800-482-0777**.

- Select one or more Bureaus this complaint might relate to.
- Select “Next Section” at the bottom or navigate via the pages on the left.

Note: All information in red asterisks is required, if you have not completed the required information, the left-hand screen will display a red X.

Complainant Information

- If you would like to remain anonymous, select “Yes.” Please note that by remaining anonymous, the Maine Department of Environment Protection (DEP) will not be able to contact you regarding your complaint.
- Otherwise, select “No” and fill in your contact information.

Violation Location

- Enter the address of the violation and add driving directions, if possible.
- Enter the waterbody impacted, if any.
- Use the map function to place a pin on the map for the complaint location. Placing the pin will automatically fill in the latitude and longitude.

Violator Information

- Enter any known violator information. Violator information is not required.

Violation Information

- Enter a description of the violation, the date observed, whether the activity is ongoing, and if it is happening within a water body.

- If you would like to include photos, upload them here.

Review

- Review all information submitted.
- Note that if any information is missing, it will display with a red X. Please return to the appropriate section and fill in all required information.

Certify and Submit

- Once all required information is entered and you have reviewed, select “Submit Form.”

Note: If you are not logged into MELS while completing the complaint form and you do not submit the form before exiting, your progress will not be saved. If you are logged into MELS while completing the complaint form, your progress will be saved. To find the saved draft, log into MELS, select “Start a New Form” select “Complaint”, select the Draft Complaint form to continue, as demonstrated in Figure 8 below.

Figure 8: Resume Incomplete Complaint Form

Resume Incomplete Form(s) >

You have open submissions for this form. To pick up where you left off, click on one of the submissions below. Otherwise, to start a new form, click the Start New Form button.

Complaint
Started: 2/05/2025 10:49 AM DRAFT

Start New Form