



## **Maryland DNR Forest Service**

### **State Forest Management Grievance Policy**

Updated: 04/16/2012

Each State Forest office shall keep a Grievance/Complaint Log which will be used to document any issues brought forth by the public regarding the management of that State Forest. These records must be maintained and made available upon request by the Unit Director or their representative.

The log will record, at a minimum, the following information:

- Date of the grievance/complaint
- DNR representative taking the information
- Name of the person making the complaint (if given)
- Contact information for the person making the complaint (if given)
- Specifics of the complaint
- Resolution/Action taken to address the complaint and any deficiencies found in forest management