

# “When to Say When”



An Environmental Inspector's  
Perspective on Handling  
Complaints and Threats

# The Citizen Complaint

## ■ Good Complaint

- Responsible person reasonable, good outcome, inspector gets intended result



# The Citizen Complaint

## ■ The Bad Complaint

– Responsible person

- Unwilling to listen to inspector
- Unreasonable behavior
- Difficult in obtaining desired outcome



# WHAT IF....



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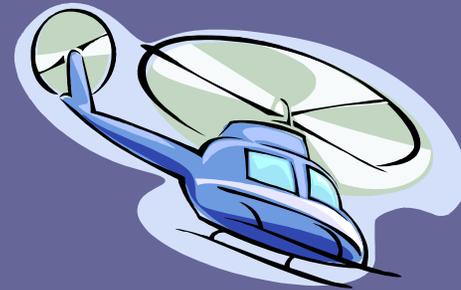




# A little history...

- Property owner
  - Is a trash hauler
  - Has a “reputation” in his area
  - Has been difficult in the past
  - Has a compliance history

# One thing leads to another



# The last straw...

- Had probable cause to perform search to confirm illegal activity
- Obtained search warrant
- Escorted by PA State Police
- Made entry into responsible party's office

AND THEN!!!!





# ROLE PLAY

Also known as:

"You gotta know when to hold 'em,  
know when to fold 'em, know when  
to walk away, and when to arrest"

# Learn and Live

- Recognize the threat.
- Realize that the behavior needs to stop.
- Use the police as your agent.
- Walk away alive.

Thank You!

