

Compliments and Complaints

Here at Fort Griffin Special Utility District, we are dedicated to providing exceptional water service to our customers.

Submit a Compliment or Complaint

We would like to recognize our staff for doing great work. We also would like to know if any improvement needs to be made.

You may print the compliment or complaint form from our website, and they can be submitted or sent back through the mail or by e-mail to:

Office Administration Carrie Holson

Fort Griffin SUD

1180 CR 109

Albany, TX. 76430

Carrieh@fortgriffinsud.net

When submitting your Compliment or Complaint, please list all the following information.

Full name and Postal address

Account Number

Telephone Number

E-Mail Address

A detailed description of the Compliment or Complaint.

How would you prefer to be contacted regarding the Compliment or Complaint.

Receiving a Complaint

Within 10 business days of receiving your complaint we will send you a Complaint Acknowledgement letter which will include a reference number. Please save this number for any future contact with FGSUD regarding this complaint.

Investigating a Complaint

Once we receive your complaint, we will send it to the appropriate person at FGSUD for investigation. Depending on the nature and particulars of the specific complaint, we shall find ways of resolving the issue and propose these to you as soon as possible and no later than 1 month.

We are aware that certain complaints may need more time to investigate and resolve. In this situation we will contact you and inform you on the progress of the investigation and in any case, we will send you our final solution no later than 2 months from the date of submitting your complaint.

Once we have completed the investigation, we will contact you providing you with our proposed solution.