



## RED RIVER AUTHORITY OF TEXAS COMPLAINT PROCEDURE



The Red River Authority of Texas is committed to promptly and fairly addressing complaints related to its operations, services, and responsibilities.

Complaints may be submitted to the Authority through the following communication channels:

- **Phone:** (940) 723-8697 between the hours of 7 a.m. and 4 p.m. Monday-Friday
- **Email:** [cs@rra.texas.gov](mailto:cs@rra.texas.gov)
- **Website:** FAQ's tab, "What is Your Question" form at [www.rra.texas.gov](http://www.rra.texas.gov)

The Authority reviews each complaint to determine appropriate action. Information related to the complaint, including the subject matter, involved parties, and outcome, is documented. When appropriate, the Authority will provide periodic updates to the parties involved until the Authority issues a determination on the complaint.

Once a determination on the complaint is made, the Authority will reach out to the complainant to provide the complaint resolution. In the event of a disputed water bill, the Authority will provide a written summary to the customer at the conclusion of an internal review.

Complaints and billing disputes are investigated and resolved in a manner consistent with applicable laws, regulations, and Authority policies and procedures.

### **What to Include in Your Complaint:**

To assist the Authority in reviewing your complaint, please include your account number or service address, including city and zip code, along with a brief description of the issue.

### **Public Information & Anonymity Notice**

Please note, the Red River Authority of Texas is a special district of the State of Texas, and information submitted may be subject to public disclosure under the Texas Public Information Act. If you wish to remain anonymous when submitting a concern or complaint, please do not provide any identifying information. You may submit your complaint using the name "Anonymous" or contact the Authority by phone at the number listed above without identifying yourself. You may also mail in your concern or complaint via postal service to:

Red River Authority of Texas  
P.O. Box 240  
Wichita Falls, TX 76307-0240