



[Compliance & Enforcement](#) | [Air Pollution Complaints](#)

Air Pollution Complaints

The Bay Area Air Quality Management District receives over 12,000 air pollution complaints each year from members of the public. Community members are keenly aware of air pollution events and often provide the first warning of air quality problems. Satisfactory resolution of complaints is one of the most important objectives of Air District staff.

The Air District accepts three different types of air pollution complaints, each of which is handled differently:

General Air Pollution Complaints

This includes complaints about odors, dust or chemical air pollutants emitted by industrial plants, refineries, neighborhood businesses, gas station nozzles, idling trucks, locomotives and buses. It also includes complaints about excessive smoke from agricultural fires or other controlled burns.

To file a complaint, please see the [General Air Pollution Complaint](#) page or call our 24-hour toll-free hotline at 1-800-334-ODOR ☎ (6367).

Wood Smoke Complaints

This includes complaints about wood burning or wood smoke, non-cooking backyard fires, and burning of trash. For information about filing a complaint, please see the [Wood Smoke Complaint](#) page. You can complete an [online wood burning complaint form](#) or call our 24-hour toll-free wood burning complaint line at 1-877-4NO-BURN ☎ (1-877-466-2876 ☎).

Smoking Vehicles

This includes complaints about excessive exhaust from cars, trucks or buses. For information about filing a complaint, please see the [Smoking Vehicle Complaint](#) page. You can complete an [online smoking vehicle report](#) or call our 24-hour toll-free smoking vehicle complaint line at 1-800-EXHAUST ☎ (1-800-394-2878 ☎).

About All Complaints

The names and addresses of complainants are confidential. They are divulged only to Air District staff, except where required in matters pending before a court. It is also possible to file your complaint anonymously.

Complaints are never solicited by Air District personnel. Air pollution complaints should be spontaneous and generated by members of the public.

Last Updated: 6/5/2012

[Bay Area Air Quality Management District](#)
939 Ellis St. San Francisco, CA 94109
(415) 771-6000 ☎ | 1-800-HELP AIR