

## *Annex 2.2 E: Complaint Form*

### LODGING A COMPLAINT WITH A LOCAL AUTHORITY

If you have a complaint about environmental protection matters within the remit of Louth Local Authority responsibilities, it is preferable to make your complaint in writing.

Note that in emergency or out-of-hours situations, there are specific contact telephone numbers for Louth Local Authority and also other statutory agencies that you should use.

In order to assist you, this standard complaint form is provided. You are not obliged to use this form. However, as it is in your interest to provide as much information as possible it is wise to use the complaint forms. Whatever written method you use (letter, email, complaint form), it is advisable to keep a copy of whatever correspondence you send so as to facilitate any necessary follow up.

Please note that the provision of your name and address is desirable as otherwise we/the local authority will not be in a position to report back to you regarding the matter complained about. Moreover, we/the local authority may need to contact you in order to obtain information or to clarify some points.

If you do wish your details to be kept confidential, this must be specifically indicated in your written complaint. The local authority/we will respect your wishes in this regard within the powers provided under the Freedom of Information Act 1997.

Having completed this form, please also send copies of any correspondence or other supporting information such as photographs and maps to us.

Please complete this form in BLOCK LETTERS.

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone Number: \_\_\_\_\_

Fax: \_\_\_\_\_

E-mail address: \_\_\_\_\_

Name and Address of the industry, site, facility, water body, river or individual to which the complaint relates:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Location Address and Sketch Map: please use the space below to give directions to this location and to draw a sketch map of the location in question. The use of recognisable landmarks as reference points would be helpful e.g. main road, hotel, garage, signposting, map co-ordinates if possible. Please use another page if necessary.

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Fullest possible account of facts giving rise to the complaint (INCLUDING TIME, DATE AND DURATION OF OCCURRENCE). The description should be as specific as possible and concentrate on the facts surrounding the issue being complained about. Note that details such as vehicle registration numbers are of particular assistance in complaint investigation:

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*Confidentiality*

I request the local authority not to disclose my identity in its investigation of this matter.

Date and Signature of complainant:

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE

Please forward to:

Louth County Council,  
Millenium Centre,  
Alphonsus Road,  
Dundalk,  
Co. Louth.

Or

Fiona.healy@louthcoco.ie

Thank you for your assistance in completing this form.