

# Offaly County Council

Environment Section

Áras an Chontae, Charleville Road, Tullamore, Co. Offaly

Tel: (057) 9357403 Fax: (057) 9329230 Web: [www.offaly.ie](http://www.offaly.ie)



## ENVIRONMENTAL COMPLAINT FORM

If you have a complaint about environmental protection matters within the remit of Offaly County Council's 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 Offaly County Council 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 to aid in the investigation you are requested to provide as much information as possible. 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 Offaly County Council will not be in a position to report back to you regarding the matter complained about. Moreover, Offaly County Council may need to contact you in order to obtain information or to clarify some points.

**If you require your details to be kept confidential, this must be specifically indicated in your written complaint. Offaly County Council will respect your wishes in this regard under the powers provided in the Freedom of Information Act 1997.**

Having completed this form, please include copies of any correspondence or other supporting information such as photographs and maps and return it to the Environment Section, Offaly County Council, Áras an Chontae, Charleville Road, Tullamore, Co. Offaly. Phone: 057 9357403 email: [environmentdept@offalycoco.ie](mailto:environmentdept@offalycoco.ie)

**Confidentiality**

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

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

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

\_\_\_\_\_

\_\_\_\_\_

**Phone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Complaint Details:**

Name and Address of industry/site/facility/water body/river or individual to which this 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.

**Fullest possible account of facts giving rise to the complaint. 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.**

**Date:** \_\_\_\_\_

**Duration:** \_\_\_\_\_

**Complaint Details:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Car Registration Number:** \_\_\_\_\_

\_\_\_\_\_

**Signature of complainant:** \_\_\_\_\_ **Date:** \_\_\_\_\_

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