

ENVIRONMENTAL COMPLAINT FORM

In order to assist you, this standard complaint form is provided. It is preferable that your complaint is in writing. You are not obliged to use this form. It is in your interest 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.

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

HOW DO I MAKE A COMPLAINT

You can make a complaint through the following mechanisms:

- Complete the standard complaint form which you can download from the Council website <http://www.westmeathcoco.ie> or complete on-line and submit electronically to the Environment Section
- In writing to **The Environment Section, Westmeath County Council, County Buildings, Mullingar, Co. Westmeath.**
- By email to environment@westmeathcoco.ie
- By telephone **044 93 32000** if the matter is urgent e.g. fish kill, pollution of drinking water.

* The information given should be as detailed as possible and the use of the Council's standard complaint form is recommended.

COMPLAINANT CONFIDENTIALITY.

Please note that anonymous complaints are not encouraged, the provision of your name and contact details are important because you may need to be contacted to clarify information. In addition the Council will be unable to report back to you on the outcome of the investigation. If you do wish your details to be kept confidential, this must be specifically indicated in your written complaint. Westmeath County Council will respect your wishes in this regard within the powers provided under the Freedom of Information legislation.

WHAT WESTMEATH COUNTY COUNCIL EXPECTS OF YOU.

Please note that Council Staff and staff of other statutory bodies are entitled to be treated with courtesy and respect and the following type of behaviour is not acceptable: harassment, abusive language, use of violence or threats.

Environmental Pollution Complaint Form

Please complete this form in BLOCK LETTERS. A separate sheet may be used to provide additional information if required.

Your Name: _____

Address: _____

Telephone No: _____ 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 the 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 separate page if necessary.

- 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:

- Has this matter been reported to any other public authority e.g. Garda Siochana, Fisheries Board etc., -if so please provide details

- **Confidentiality**

Do you require your details to be kept confidential in the investigation of this matter?

Yes: No: (Tick as appropriate)

Signature of complainant and date:

SIGNATURE

DATE

Please forward to:

**Environment Section,
Westmeath County Council,
County Buildings
Mullingar,
Co. Westmeath.**

E-mail:environment@westmeathcoco.ie

Tel: 044 93 32000

Thank you for your assistance in completing this form.

If having made an **Environmental** complaint and you feel that it has not been addressed you may contact the Environmental Protection Agency at:

Environmental Protection Agency (E.P.A),

PO BOX 3000,

Johnstown Castle Estate, Co Wexford

Tel: 053-9160600 Fax: 053-9160699