

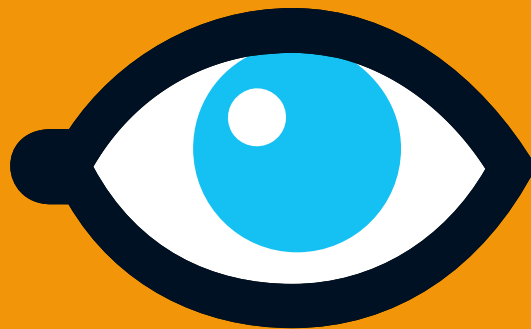
How to Make an Environmental Complaint

This leaflet explains who
you should contact and what
you can do to help resolve
environmental problems

- A. Who to Contact
- B. What to Say and Do
- C. Directory of
Relevant Agencies



Environmental
Enforcement
Network



SEE SOMETHING?

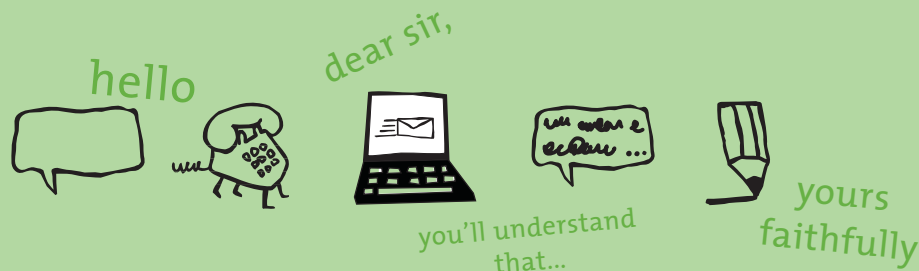
SAY SOMETHING!



PART

A

Who to Contact



Step One

Contact the Person or Business Directly

In many cases, it will be possible to resolve an environmental problem by contacting the person or business that you think is causing the problem directly. If you would prefer not to take this option, please move on to Step Two.

If you do contact the person or business directly, it is best to decide before you make contact what outcome you would like to see. Then contact them directly, by phone or in writing and outline the issue that needs to be resolved, how you would like to see it resolved and agree a timescale for this to be achieved.

Some areas, like

- *wildlife & habitat protection,*
- *workplace health & safety, and*
- *public health*

are the responsibility of specific public bodies. Contact details for these public bodies and information on the issues they are responsible for can be found at the back of this leaflet.

Rather than go through this complaints process you have the option of bringing your own actions under many sections of environmental law. ENFO has produced a leaflet, "Citizen's Role as Enforcer of Environmental & Planning Law", which explains this. ENFO can be reached on LoCall 1890 200 191 or www.enfo.ie.

Step Two

Contact the Local Authority

CONTACT DETAILS PAGE 6

If the first step in the process has not produced a satisfactory result, please contact your local authority *except where your concern is about a business with an EPA licence*.

The EPA licences large industry or large waste management facilities such as landfills. In this case, please move to Step Three.

So, where the problem relates to matters like littering, backyard burning, water pollution, noise, dust and smells you should be contacting the local authority, *unless the business has an EPA licence*.



Step Three

Contact the Environmental Protection Agency (EPA)

CONTACT DETAILS PAGE 11

If you've been dealing with an EPA licensed site and the problem has not been resolved then you should contact the EPA.

Also, in cases where a local authority has investigated your complaint and the problem persists, please contact the EPA. The EPA will then investigate the issue and resolve it where possible.

It is important to note that the EPA will not become involved in investigating an issue that should be resolved by a local authority, until the relevant local authority has been given an opportunity to investigate and resolve the issue.

What to Say and Do

When you are seeking to resolve an environmental problem, whether you are at Step 1, 2 or 3, keep the following things in mind.

Keep a record

If you have chosen to get in contact by phone, it is good practice to take note of the date and time of the call, the name of the person you spoke to, the main points of the conversation, what actions have been undertaken by the person contacted and by yourself. Where further calls are made the same information should be taken and retained.



24th April 11am
mr sampleman
check
follow up with...

Details are important

Give as much detail as possible –

Who? What? When? Where? !!

Follow up



You may wish to follow up any phone calls in writing or by e-mail. If so, make sure you keep a copy of any correspondence. This information may be useful in later steps of the process.

On-line form



You can also use the **Environmental Complaint Form** available on the local authority's or EPA website and also at the local authority or EPA offices. Contact details, including website addresses, for all local authorities and the EPA can be found at the back of this leaflet. Again, please remember to keep a copy of all correspondence.

Keeping abreast of progress

When you make a complaint, you will be told how your complaint will be dealt with. Some problems can be resolved quickly. However, some environmental problems by their nature can take a considerable amount of time to resolve. If you would like to hear more about progress on your complaint, please contact the relevant local authority or EPA office where you lodged your complaint.

Confidentiality

To progress its investigation the local authority or the EPA will, in many cases, need to be able to contact you for further information or assistance.

You will be encouraged to give your name and contact details, as investigating anonymous complaints can be very difficult. You can request that your name and contact details be kept confidential.

In order to maintain a complete public record of activities relating to an EPA licensed facility/site, it is normal practice that complaint details about licensed facilities are put on public file. Again, you can request that your name and contact details be kept confidential in which case your name and details will be withheld from the public file.



Please note that information submitted to public bodies is subject to the provisions of the Freedom of Information Acts 1997 and 2003.

Your role as a witness

Finally, in some instances it may be necessary that a court action be taken to resolve a problem. If this is the case you may be asked to act as a witness and to give sworn testimony.

PART



Directory of Regional Agencies

LOCAL AUTHORITIES

Local Authorities

Environmental Complaints
Carlow County Council
Athy Road, Carlow

Tel +353 59 9136282
+353 59 9136281
+353 59 9136222
+353 59 9136226
Fax +353 59 9138098
Email enviro@carlowcoco.ie
Website www.carlow.ie
Litter Hotline 1800 308 208

Environmental Complaint
Coordinator
Environment Section
Cavan County Council
Courthouse, Cavan
Tel +353 49 4371429
Fax +353 49 4371423
Email epc@cavancoco.ie
Website www.cavancoco.ie

Environmental Complaints
Coordinator
Clare County Council
Environment and Emergency
Services Directorate
Block B, IAPE Building, Gort Road
Ennis, Co Clare
Tel +353 65 6846331
Out of Hours 1800 606 706
Fax +353 65 6846444
Email enviroff@clarecoco.ie
Website www.clare.ie

Administrative Officer Complaints
Environmental Directorate
Cork County Council
Inniscarra, Co Cork
Tel +353 21 4532700
Out of Hours +353 21 4821433
Fax +353 21 4532727
Email environmental.complaints@corkcoco.ie
Website www.corkcoco.ie

Administrative Officer Environment
Cork City Council
Floor 3, Norwich Union House
89/90 South Mall, Cork
Tel +353 21 4966222
Fax +353 21 4924054
Email environment@corkcity.ie
Website www.corkcity.ie

Environment Section
Donegal County Council
County House
Lifford, Co Donegal
Tel +353 74 9172222
Fax +353 74 9141205
Email environment@donegalcoco.ie
Website www.donegalcoco.ie

Customer Services Centre
Dublin City Council
Civic Offices, Dublin 8
Tel +353 1 2222222
Email info@dublincity.ie
Website www.dublincity.ie

Environmental Complaints
Coordinator
Enforcement Section
Environmental Services
Department
**Dún Laoghaire Rathdown
County Council**

County Hall, Marine Road
Dún Laoghaire, Co Dublin
Tel +353 1 2047954
Out of Hours +353 1 6778844
Fax +353 1 2300125
Email wasteenforcement@dlrcoco.ie
Website www.dlrcoco.ie
Litter Hotline 1800 403 503

Administrative Officer
Enforcement Section
Environment Department
Fingal County Council
PO Box 174, County Hall
Swords, Fingal, Co Dublin
Tel +353 1 8905013
+353 1 8906274
Out of Hours +353 1 8731415
Fax +353 1 8906270
Email envserv@fingalcoco.ie
Website www.fingalcoco.ie
Litter Hotline 1800 201 093

Environment Section
Galway City Council
City Hall, College Road
Galway
Tel +353 91 536563
+353 91 536595 Helpline
Fax +353 91 568146
Email environment@galwaycity.ie
Website www.galwaycity.ie

Environmental Complaints
Coordinator
Environment Section
Galway County Council
Áras an Chontae
Prospect Hill, Galway
Tel +353 91 509302
Out of Hours +353 91 585555
Fax +353 91 509033
Email environ@galwaycoco.ie
Website www.galway.ie

Administrative Officer
Environment Section
Kerry County Council
County Buildings
Rathass, Tralee, Co Kerry
Tel +353 66 7183562
Litter Complaints
+353 66 7162000 Waste &
Pollution Complaints
Fax +353 66 7120927
Email environ@kerrycoco.ie
Website www.kerrycoco.ie
Litter Hotline 1800 326 228

Administrative Officer
Environment Section
Kildare County Council
Áras Chill Dara
Devoy Park, Naas
Co Kildare
Tel +353 45 980588
Out of Hours 1890 500 333
Fax +353 45 980587
Email environ@kildarecoco.ie
Website www.kildare.ie
Litter Hotline 1800 243 143

Environmental Complaints
Coordinator
Kilkenny County Council
County Hall, John Street
Kilkenny City
Tel +353 56 7794470
Out of Hours 1850 200 156
Fax +353 56 7794004
Email environment@kilkennycoco.ie
Website www.kilkennycoco.ie
Litter Hotline 1800 200 156

Administrative Officer
Environment Section
Laois County Council
Áras an Chontae
JFL Avenue, Portlaoise
Co Laois
Tel +353 57 8674318
Fax +353 57 8674382
Email environmentadmin@laoiscoco.ie
Website www.laois.ie
Litter Hotline 1800 32 32 30

Environmental Complaints
Coordinator
Leitrim County Council
Áras an Chontae
Carrick on Shannon
Co Leitrim
Tel 1890 205205
Fax +353 71 9621982
Email environmentalcomplaints@leitrimcoco.ie
Website www.leitrimcoco.ie
Litter Hotline 1890 205 205

PART



Directory of Regional Agencies

LOCAL AUTHORITIES

Local Authorities contd

Administrative Officer
Environment Department
Limerick City Council
City Hall, Merchant's Quay
Limerick

Tel +353 61 407190
Out of Hours +353 61 417833
Fax +353 61 418345
Email environ@limerickcity.ie
Website www.limerickcity.ie
Litter Hotline 1800 216 816

Administrative Officer
Environment Section
Limerick County Council
Floor 3 County Hall
Dooradoyle
Co Limerick

Tel +353 61 496264
Fax +353 61 496008
Email environ@limerickcoco.ie
Website www.limerickcoco.ie
Litter Hotline 1800 201 151

Environmental Complaints
Coordinator
Longford County Council

Áras an Chontae
Great Water Street, Longford
County Longford
Tel +353 43 43468
1850 434 450
Fax +353 43 43439
Email environmental.complaints@longfordcoco.ie
Website www.longfordcoco.ie
Hotline 1850 434 450

Senior Staff Officer
Environment Section
Louth County Council
County Hall
Millennium Centre
Dundalk, Co Louth
Tel +353 42 9353130
Out of Hours +353 42 9335457
Fax +353 42 9353196
Email environment@louthcoco.ie
Website www.louthcoco.ie
Litter Line 1800 202 606

Environmental Complaints Officer
Mayo County Council
Áras an Chontae
Castlebar, Co Mayo
Tel +353 94 9024444 Ext 7442
Fax +353 94 9028445
Email envcomplaints@mayococo.ie
Website www.mayococo.ie
Litter Hotline 1800 400 256

Senior Executive Officer
Environment Section
Meath County Council
County Hall, Navan, Co Meath
Tel +353 46 9097204
+353 46 9097205
+353 46 9097206
+353 46 9097207
Out of Hours 1890 445 335
Fax +353 46 9097001
Email environment@meathcoco.ie
Website www.meath.ie
Litter Hotline 1890 228 466

Administration Officer
Environment
Monaghan County Council
The Glen, Monaghan
Co Monaghan
Tel +353 47 30592
Fax +353 47 82739
Email environ@monaghancoco.ie
Website www.monaghan.ie
Litter Hotline 1800 200 014

Administrative Officer
Environment Section
**North Tipperary
County Council**

Civic Offices, Limerick Road
Nenagh, Co Tipperary

Tel +353 67 44786

Fax +353 67 32260

Email environment@
northtippcoco.ie

Website www.tipperarynorth.ie

Litter Hotline 1800 250 350

Environmental Services
Offaly County Council

Áras an Chontae
Tullamore, Co Offaly

Tel +353 57 9346895

+353 57 9346800

Out of Hours 1890 750 750

Fax +353 57 9329230

Email environment@offalycoco.ie

Website www.offaly.ie

Environment Hotline 1800 242 673

Environmental Complaints
Coordinator

Environment Section
Roscommon County Council

Roscommon West Business Park
Circular Road
Roscommon

Tel +353 90 6637261

Fax +353 90 6634443

Email environment@
roscommoncoco.ie

Website www.roscommoncoco.ie

Litter Hotline 1850 548 837

Environment Complaints Officer
Sligo County Council

Unit 9
Cleveragh Business Park
Sligo

Tel +353 71 9111902

Fax +353 71 9111924

Email enviro@sligococo.ie

Website www.sligococo.ie

Environmental Services
Department

South Dublin County Council

County Hall, Town Centre
Tallaght, Dublin 24

Tel +353 1 4149000

Fax +353 1 4149261

+353 1 4149101

Email cccounter@sdbublncoco.ie

Website www.southdublin.ie

Administrative Officer
Environment Section
**South Tipperary County
Council**

Old Museum
Parnell Street, Clonmel
Co Tipperary

Tel +353 52 34455

Out of Hours 1800 202 627

Fax +353 52 34391

Email environ@southtippcoco.ie

Website www.southtippcoco.ie

Litter Hotline 1800 202 627

Environmental Complaints
Coordinator

Environmental Services
Waterford City Council
Wallace House, Maritana Gate
Canada Street, Waterford

Tel +353 51 849720

Out of Hours +353 51 875555

Fax +353 51 849530

Email environservices@
waterfordcity.ie

Website www.waterfordcity.ie

Environmental Complaints
Coordinator
Environmental Enforcement Office
Waterford County Council

Civic Offices
Dungarvan, Co Waterford

Tel +353 58 22000

+353 58 21113

Out of Hours +353 58 22000

Fax +353 58 20889

Email environmentalcomplaints@
waterfordcoco.ie

Website www.waterfordcoco.ie

Litter Hotline 1800 201 501

Senior Engineer
Environment Section
Westmeath County Council
Bishopsgate Street
Mullingar
Co Westmeath

Tel +353 44 9332169

Out of Hours +353 44 9332000

Fax +353 44 9384239

Email
environment@westmeathcoco.ie

Website www.westmeathcoco.ie

Litter Hotline 1890 320 005

PART



Directory of Regional Agencies

LOCAL AUTHORITIES

'DUMP THE DUMPERS'

EPA REGIONAL OFFICES

ENFO

HEALTH SERVICE
EXECUTIVE

Local Authorities contd

Environmental Complaints

Coordinator

Environment Enforcement

Wexford County Council

County Hall

Wexford

Tel 1800 767 848

+353 53 9176619

Out of Hours 1890 666 777

Fax +353 53 9147748

Email environment.enforcement@wexfordcoco.ie

Website www.wexford.ie

Senior Executive Officer

Water & Environmental

Services Section

Wicklow County Council

County Buildings

Wicklow Town

Tel +353 404 20296

Fax +353 404 67792

Email envserv@wicklowcoco.ie

Website www.wicklow.ie

Litter Hotline 1890 548 837

'Dump the Dumpers' LoCall 1850 365 121

Members of the public can report large scale illegal dumping via a 24 hour local telephone number 1850 365 121. This confidential telephone service is designed to encourage reporting of large scale illegal dumping of waste or of abandoned illegal dumps.

Local authorities, An Garda Síochána and the EPA will follow up on the information provided by the public, as appropriate.

EPA Regional Inspectorates

Members of the public who wish to make a complaint to the EPA under Part A, Step Three of this leaflet should complete the relevant complaint form on the EPA website, www.epa.ie.

Headquarters

Environmental Protection Agency
PO Box 3000
Johnstown Castle Estate
Wexford, Co Wexford

Tel +353 53 9160600
LoCall 1890 33 55 99
Fax +353 53 91606 99
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
McCumiskey House
Richview, Dublin 14

Tel +353 1 2680100
LoCall 1890 33 55 99
Fax +353 1 2680199
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
Inniscarra, Co Cork

Tel +353 21 4875540
LoCall 1890 33 55 99
Fax +353 21 4875545
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
John Moore Road
Castlebar, Co Mayo

Tel +353 94 9048400
LoCall 1890 33 55 99
Fax +353 94 9048499
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
Seville Lodge,
Callan Road,
Kilkenny, Co Kilkenny

Tel +353 56 7796700
Fax +353 56 7796798

Environmental Protection Agency
The Glen, Monaghan,
Co Monaghan

Tel +353 47 77600
Fax +353 47 84987

OEE Public Authority Enforcement

Environmental Complaints Unit
Office of Environmental Enforcement
Environmental Protection Agency
PO Box 3000
Johnstown Castle Estate
Co Wexford

Tel +353 53 9160600
LoCall 1890 33 55 99
Fax +353 53 9160699
Email info@epa.ie
Website www.epa.ie

ENFO

ENFO is the environmental information service of the Department of the Environment, Heritage and Local Government.

ENFO

17 St Andrew Street
Dublin 2

Tel 1890 200 191
+353 1 8882001
Fax +353 1 8883946
Email info@enfo.ie
Website www.enfo.ie

Health Service Executive

The Health Service Executive (HSE) is responsible for dealing with complaints about public health matters. If you have a concern about impacts of an activity or incident on your own health, the health of your family or the health of the wider community, contact the Health Services Executive so that public health issues can be investigated.

Health Service Executive (HSE) Head Office

Oak House
Millennium Park
Naas, Co Kildare

Tel +353 45 880400
Fax 1890 200 893
Website www.hse.ie

PART



Directory of Regional Agencies

REGIONAL FISHERIES
BOARDS

NATIONAL PARKS AND
WILDLIFE SERVICE

AN GARDA SÍOCHÁNA

HEALTH & SAFETY
AUTHORITY

FOOD SAFETY AUTHORITY
OF IRELAND

Regional Fisheries Boards

The Regional Fisheries Boards are statutory bodies mainly responsible for aquatic life forms and the fish habitat.

They investigate complaints about fish kills and water pollution matters, including pollution arising from Local Authority Works and are also interested in any activity that impacts on waters such as dredging, gravel removal, bridge construction etc.

Central Fisheries Board

Swords Business Campus
Swords, Co Dublin

Tel +353 1 8842600

Fax +353 1 8360060

Email info@cfb.ie

Website www.cfb.ie

Eastern Regional Fisheries Board

15A Main Street
Blackrock, Co Dublin

Tel +353 1 2787022

Fax +353 1 2787025

Email info@erfb.ie

Website www.fishingireland.net

Northern Regional Fisheries Board

Station Road, Ballyshannon
Co Donegal

Tel +353 71 9851435

Fax +353 71 9851815

Email info@nrfb.ie

Website www.nrfb.ie

North Western Regional Fisheries Board

Ardnaree House
Abbey Street
Ballina, Co Mayo

Tel +353 96 9022788

Fax +353 96 9070543

Email info@nwrfb.com

Website www.northwestfisheries.ie

Shannon Regional Fisheries Board

Ashbourne Business Park
Dock Road
Limerick

Tel +353 61 300238

Fax +353 61 300308

Email info@shrfb.com

Website www.shannon-fishery-board.ie

Southern Regional Fisheries Board

Epworth, Anglesea Street
Clonmel
Co Tipperary

Tel +353 52 80055

Fax +353 52 23971

Email enquiries@srfb.ie

Website www.srfb.ie

South Western Regional Fisheries Board

Sunnyside House
Macroom, Co Cork

Tel +353 26 41222

Fax +353 26 41223

Email swrfb@swrfb.ie

Website www.swrfb.com

Western Regional Fisheries Board

The Weir Lodge
Earl's Island
Galway

Tel +353 91 563110

Fax +353 91 566335

Email info@wrfb.ie

Website www.wrfb.ie

National Parks and Wildlife Service – Department of Environment, Heritage & Local Government

The National Parks and Wildlife Service, part of the Department of Environment, Heritage & Local Government is responsible for investigating complaints about wildlife and habitat protection matters.

National Parks & Wildlife Service

7 Ely Place
Dublin 2

Tel +353 1 8882000

Fax +353 1 8883272

Email natureconservation@environ.ie

Website www.npws.ie

An Garda Síochána

An Garda Síochána should be contacted where you have concerns that a criminal offence has been committed.

Health & Safety Authority

The Health & Safety Authority is responsible for securing health and safety at work.

Health & Safety Authority

The Metropolitan Building
James Joyce Street
Dublin 1

Tel 1890 289 389

Fax +353 1 6147020

Email wcu@hsa.ie

Website www.hsa.ie

Food Safety Authority of Ireland

The Food Safety Authority of Ireland aims to protect consumers' health and consumers' interests by ensuring that food consumed, distributed, marketed or produced in the state meets the highest standards of food safety and hygiene.

Food Safety Authority of Ireland

Abbey Court
Lower Abbey Street
Dublin 1

Tel +353 1 8171300

Fax +353 1 8171301

Email info@fsai.ie

Website www.fsai.ie

PART



Directory of Regional Agencies

RADIOLOGICAL
PROTECTION INSTITUTE
OF IRELAND (RP II)

DEPARTMENT OF
AGRICULTURE & FOOD

EU COMMISSION

Radiological Protection Institute of Ireland (RP II)

The Radiological Protection Institute of Ireland (RP II) is the national organisation with regulatory, monitoring and advisory responsibilities concerning ionising radiation and radioactive contamination in the environment.

Radiological Protection Institute of Ireland

3 Clonskeagh Square
Clonskeagh Road
Dublin 14

Tel +353 1 2697766

Fax +353 1 2697437

Email rpII@rpII.ie

Website www.rpII.ie

Department of Agriculture & Food

The Department of Agriculture and Food is responsible for overseeing single-farm payments to farmers, which are subject to cross-compliance with environmental directives. The Department carries out inspections to meet EU requirements and arrangements for cross reporting with other control authorities are being put in place.

Department of Agriculture & Food

Agriculture House
Kildare Street
Dublin 2

Tel +353 1 6072000

Locall 1890 200 510

Email info@agriculture.gov.ie

Website www.agriculture.gov.ie

EU Commission

The European Commission is responsible for ensuring that Community law is applied properly in the Member States.

Anyone may lodge a complaint with the Commission against a Member State about any measure (law, regulation or administrative action) or practice, which they consider incompatible with a provision or a principle of Community law. It may be appropriate before contacting the European Commission to first ensure that the National Authorities are sufficiently informed about and given an opportunity to respond to a potentially unsatisfactory situation complained about. Standard complaint forms are available on the website of the European Commission www.ec.europa.eu

Alternatively, a complaint may also be sent by ordinary letter. Such complaints should be sent to the following address:

Commission of the European Communities

(for the attention of
the Secretary-General)
B-1049 Brussels
Belgium

Produced through the
Environmental Enforcement
Network by the Environmental
Protection Agency, County
and City Managers Association
and the Department of
Environment, Heritage &
Local Government.