



Dublin City Council
Comhairle Cathrach Bhaile Átha Cliath

Environmental Complaint Form

LODGING A COMPLAINT WITH A LOCAL AUTHORITY

If you have a complaint about environmental protection matters within the remit of Dublin City Council i.e complaint on waste, litter, water pollution, air & noise pollution, it is preferable to make your complaint in writing.

You can also contact our Customer Service Centre @ (01) 2222222 during normal office hours.

Note that in emergency or out-of-hours situations, there is a specific contact telephone number for Dublin City Council (01 6796186) and also other stationary 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 matter 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 Dublin City Council will not be in a position to report back to you regarding the matter complained about. Moreover, Dublin City Council 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 identified in your written complaint. Dublin City Council 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 or maps to us.

COMPLAINT DETAILS

Please complete this form in BLOCK CAPITALS

Your Name: _____

Address: _____

Telephone: _____

Fax: _____

Email 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 provided to give directions to this location and to draw a sketch map of the location in question. The use of recognisable land



Fullest possible account of facts giving rise to the complaint (INCLUDING TIME, DATE, AND DURATION OF OCCURANCE). The description should be 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.

Confidentiality

I request Dublin City Council not to disclose my identity in its investigation of this matter.

Date and Signature of complainant:

DATE

SIGNATURE

Please forward to:

**Customer Service Department
Ground Floor, Block 4,
Civic Offices,
Wood Quay,
Dublin. 8**