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

SEE SOMETHING?
SAY SOMETHING!
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

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)

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.
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.

**Details are important**

**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.

Confidential

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.


**Local Authorities**

Environmental Complaints Coordinator
**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

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

Environmental Complaints Coordinator
**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

Environmental Section
**Donegal County Council**
County House
Lifford, Co Donegal
Tel: +353 74 9172222
Out of Hours: +353 74 9172399
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
**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 Environment 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
Out of Hours: +353 74 9172399
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@dlnrcoco.ie  
Website www.dlrcoco.ie  
Litter Hotline 1800 403 503  

Administrative Officer  
Enforcement 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  
Galway City Council  
City Hall, College Road  
Galway  
Tel +353 91 536563  
Fax +353 91 536595  
Email environment@galwaycity.ie  
Website www.galwaycity.ie  
Litter Hotline 1800 201 093  

Environmental Complaints Coordinator  
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  
Litter Hotline 1800 326 228  

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

Administrative Officer  
Environment Section  
Kilkenny County Council  
County Hall, John Street  
Kilkenny City  
Tel +353 56 7794470  
Out of Hours +353 56 7794400  
Fax +353 56 7794004  
Email environment@kilkennykoco.ie  
Website www.kilkennykoco.ie  
Litter Hotline 1800 200 156  

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

Environmental Complaints Coordinator  
Laois County Council  
Áras an Chontae  
JFL Avenue, Portlaoise  
Co Laois  
Tel +353 57 8674318  
Fax +353 57 8674382  
Email environnmentadmin@laoiscoco.ie  
Website www.laois.ie  
Litter Hotline 1800 32 32 30  

Environmental Complaints Coordinator  
Fingal County Council  
PO Box 174, County Hall  
Swords, Fingal, Co Dublin  
Tel +353 1 8905013  
Fax +353 1 8906270  
Email envserv@fingalcoco.ie  
Website www.fingalcoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Louth County Council  
County Hall, Newbridge  
Co Louth  
Tel +353 42 9339320  
Fax +353 42 9339383  
Email environmentadmin@louthcoco.ie  
Website www.louthcoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Meath County Council  
County Hall, Market Street  
Mohill, Co Meath  
Tel +353 43 3739222  
Fax +353 43 3739222  
Email environmentadmin@meathcoco.ie  
Website www.meathcoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Monaghan County Council  
57-58 King Street  
Monaghan  
Tel +353 46 382060  
Fax +353 46 382060  
Email environmentadmin@monahancoco.ie  
Website www.monahancoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Roscommon County Council  
Drumloughan, Boyle  
Co Roscommon  
Tel +353 44 3769292  
Fax +353 44 3769292  
Email environmentadmin@roscommoncoco.ie  
Website www/roscommoncoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Sligo County Council  
County Buildings  
Ballyvaghan, Sligo  
Tel +353 71 9143600  
Fax +353 71 9143604  
Email environmentadmin@sligococo.ie  
Website www.sligococo.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Tipperary County Council  
Tipperary Town  
Tel +353 69 610600  
Fax +353 69 610600  
Email environmentadmin@tipperarycoco.ie  
Website www.tipperarycoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Waterford City Council  
City Hall, Waterford  
Tel +353 87 6782160  
Fax +353 87 6782160  
Email environmentadmin@waterfordcoco.ie  
Website www.waterfordcoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Waterford County Council  
County Buildings  
New Ross, Co Wexford  
Tel +353 59 9717042  
Fax +353 59 9717042  
Email environmentadmin@waterfordcoco.ie  
Website www.waterfordcoco.ie  
Litter Hotline 1800 201 093  

Administrative Officer  
Environment Section  
Wexford County Council  
7
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
Dooraodyle
Co Limerick
Tel +353 61 496264
Fax +353 61 496008
Email environ@limerickcoco.ie
Website www.limerickcoco.ie
Litter Hotline 1800 216 816

Environmental Complaints Coordinator
Longford County Council
Áras an Chontae
Great Water Street, Longford County Longford
Tel +353 43 434680
1850 434 450
Fax +353 43 434399
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 bwalshe@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
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 Offices

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 South East Region
Environmental Protection Agency
PO Box 3000
Johnstown Castle Estate
Wexford
Tel: +353 53 9160600
LoCall 1890 33 55 99
Fax: +353 53 9160699
Email: info@epa.ie
Website: www.epa.ie

South/South West Region
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

West/North West Region
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

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
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
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.

An Garda Síochána

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

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
Radiological Protection Institute of Ireland (RPII)

The Radiological Protection Institute of Ireland (RPII) 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
Local 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