

Complaint form

Compliance program — Environmental nuisance complaint and/or pollution incident allegation

This form is to be completed by the complainant that is the person who is making the complaint about a nuisance, or reporting a pollution incident. Any ensuing investigation will require your further assistance.

Complainant information

1 Complainant name and address

Telephone	Home	Fax	
	Work	Email	

2 Do you give permission for your details to be released to the alleged source if required?

Yes No Only after consultation with an EHP officer.

Alleged source information

3. Name and address of the alleged source of nuisance/pollution

Department of Environment and Heritage Protection (EHP) may not be able to proceed further with your nuisance complaint/incident report if you do not provide details of the alleged source

Individual's name and/or company/business name	
Street address of the individual and/or company/business	
Telephone	Fax

4 Type of premises where the nuisance or pollution originates from

Residential Commercial/industrial public land (e.g. roads, waterways and parkland)

5 Have you contacted the person/company/business about the problem?

Yes No

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6 Allegation type?

Nuisance:

Noise Chemical/paint over spray
Light Odour/fume/smoke
Dust/particulate Other

Pollution:

Waste dumping
Water pollution

Other

7 Details of allegations and/or description of the problem

(Including location if different to alleged source address in Question 3)

8 Details of the days and times that the nuisance/pollution incident has occurred?

For example, "Monday to Friday 6am to 5pm" or "every Sunday at 8am"

9 How long does the nuisance/pollution incident usually last for?

For example, "5 mins", "30 mins" or "24 hours a day"

10 To the best of your knowledge how long has the pollution/nuisance incident been occurring?

Please provide dates where possible.

***Only complete questions 11 & 12 if the problem was identified as a nuisance allegation at question 6.**

***If the problem relates to a pollution allegation go to question 13.**

11 When is the nuisance most annoying, and where does the nuisance affect you the most

Details (For example, the nuisance is affecting you inside your home when you are trying to sleep)

12 Will you be willing to keep a diary regarding the nuisance, if required?

Yes No

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13 Have you brought the nuisance/pollution incident to the attention of any of the following authorities?

EHP Local Council Police Another government agency

Please provide details of who you spoke to.

14 Additional Notes

If there is any further information you would like to provide, please enter the information below or attach a separately signed statement

Declaration

Please read through the certification carefully before signing.

- I do solemnly and sincerely declare that the information provided is true and correct to the best of my knowledge
- I understand that all information supplied on or with this application form may be disclosed publicly in accordance with the *Right to Information Act 2009*, the *Information Privacy Act 2009* or the *Evidence Act 1977*.

The Department of Environment and Heritage Protection is committed to protecting the privacy, accuracy and security of your personal information in accordance with the *Information Privacy Act 2009*. Your information will be accessed only by Department of Environment and Heritage Protection personnel to assess complaints. To be able to address these complaints information may be provided to other state and local government departments. Your personal information will not be disclosed to any other third parties without your consent or unless authorised or required by law.

Complainant's Signature

Date

Please return your completed Complaint Form to:

Dept of Environment and Heritage Protection
Permit and Licence Management
GPO Box 2454
BRISBANE QLD 4001

Enquiries: 1300 130 372 (Option 2)

Facsimile: (07) 3896 3342

Email: pollutionhotline@ehp.qld.gov.au