



Nuisance: making a complaint and keeping a log

A statutory nuisance is defined as something “materially interfering with the use and enjoyment of your home”. Under the Environmental Protection Act 1990 we can investigate complaints about nuisance. The problem would have to be persistent and regular to be considered a statutory nuisance - for instance, a one off incident would not normally be considered to be statutory nuisance. For a complaint to be investigated by the council it needs to be supported with written evidence.

If you are making a formal complaint requiring the council to investigate you need to complete this log sheet. A letter will be sent to the source of the complaint detailing the nature of the problem. You should complete this log over three weeks and return it to the council; it should be used to show how this matter is affecting you.

How is the log sheet used?

Once the council receives the completed log sheet, the information will be assessed to see if further investigation is necessary that may lead to formal action being taken against the person causing the problem. The case officer will look at the frequency, duration and overall impact that the problem is having on you. It is therefore important that the information you record is as detailed and accurate as it can be.

Please note if this log sheet is not returned within four weeks we will assume that the matter is resolved and the file will be closed. We cannot investigate a complaint if you are not willing to personally support this evidence in the event that formal action is taken

Environmental Protection Act 1990 Date issued: Case No:

| Details | Please complete in capital letters |
|--|------------------------------------|
| Source address (address where the nuisance is coming from) | |
| Your name | |
| Your address and postcode | |
| Your telephone number: | |
| Nature of the nuisance | |

*** I confirm that this is a true and accurate record and that I’m willing to attend at the Magistrates; Court to personally give evidence of the matters complained of below**

Signed: _____

* Please note if this is not signed the case will not be investigated

Please fill in the details above and the log sheet over the next 3 weeks and return the complete form to:
Environmental Regulatory Services (ERS), West Oxfordshire District Council, Woodgreen, Witney,
Oxfordshire, OX28 1NB

