

# COMPLAINTS



97% OF ALL COMPLAINTS RECEIVED REGARDING LICENSED INDUSTRIAL AND WASTE SITES DURING 2021 WERE IN RELATION TO FOUR MAIN ISSUES AS HIGHLIGHTED BELOW

|  |                | 2020 | 2021 |         |
|--|----------------|------|------|---------|
|  | Water Quality  | 21   | 33   | +57% ↑  |
|  | Air Quality    | 99   | 65   | -34% ↓  |
|  | Noise          | 313  | 664  | +112% ↑ |
|  | Odour / Smells | 683  | 686  | 0%      |

## ODOUR

complaints were the main issue however **2021** saw a large increase in noise complaints from the public.



Whilst the number of complaints received by the EPA from the public regarding licensed **Industrial and Waste Sites** increased by

**28%**

from **2020**, the number of sites about which the complaints referred to remained largely unchanged.



Complaints were received in relation to

**125**

separate licensed sites during **2021** this is similar to the 2020 when 121 separate licensed sites were complained about.

