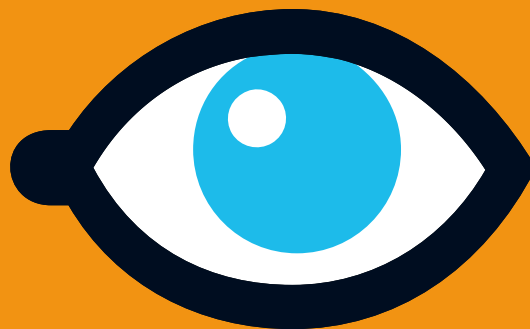


How to Make an Environmental Complaint

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

| Environmental
Enforcement
Network



SEE SOMETHING?

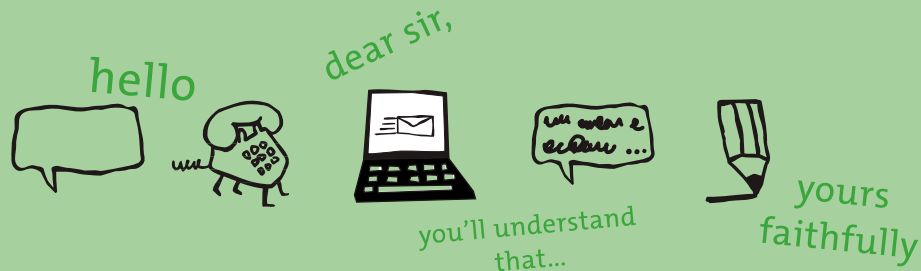
SAY SOMETHING!



PART

A

Who to Contact



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 and habitat protection,*
- *workplace health and 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.

Step Two

Contact the Local Authority

CONTACT DETAILS PAGE 6

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)

CONTACT DETAILS PAGE 11

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, you may wish to contact the EPA. The EPA will investigate whether the local authority has performed its duties appropriately.

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.

PART

B

What to Say and Do

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.



24th April 11am
mr sampleman
check
follow up with...

Details are Important

Give as much detail as possible –

Who? What? When? Where?!!

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.



Please note that information submitted to public bodies is subject to the provisions of the Freedom of Information Act 2014.

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.

PART



Directory of Regional Agencies

LOCAL AUTHORITIES

Local Authorities

Environmental Complaints

Carlow County Council

Athy Road, Carlow, R93 E7R7

Tel +353 59 9170300

Email environment@carlowcoco.ie

Website www.carlow.ie

Environmental Complaint Coordinator

Environment Section

Cavan County Council

Courthouse, Cavan, H12 R6V2

Tel +353 49 4378410

Lo-call 1890 606606

Email waste@cavancoco.ie

Website www.cavancoco.ie

Enviro

Environmental Complaints Coordinator

Clare County Council

Climate Action, Environment & Water
Services, New Road, Ennis, Co Clare,
V95 DXP2

Tel +353 65 6846331

Out of Hours 1800 606 706

Fax +353 65 6846444

Email enviroff@clarecoco.ie

Website www.clarecoco.ie

Administrative Officer Complaints

Environment Directorate

Cork County Council

Inniscarra, Co Cork

Tel +353 21 4532700

Email environ@corkcoco.ie

Website www.corkcoco.ie

Administrative Officer Environment

Cork City Council

City Hall, Anglesea Street, Cork,
T12 T997

Tel +353 21 4924000

Email environment@corkcity.ie

Website www.corkcity.ie

Environment Section

Donegal County Council

County House Lifford, Co Donegal,
F93 Y622

Tel +353 74 9153900

Email info@donegalcoco.ie

Website www.donegalcoco.ie

Customer Services Centre

Dublin City Council

Civic Offices, Dublin 8, D08 RF3F

Tel +353 1 2222222

Email citizenhub@dublincity.ie

customerservices@dublincity.ie

Website www.dublincity.ie

Environmental Complaints
Coordinator
Enforcement Section
Dún Laoghaire Rathdown
County Council County Hall,
Marine Road, Dún Laoghaire,
A96 K6C9

Tel +353 1 2054700
Out of Hours +353 1 6778844
Email info@dlrcoco.ie
Website www.dlrcoco.ie
Litter Hotline 1800 403 503

Administrative Officer
Enforcement Section
Environment Section
Fingal County Council
County Hall, Swords, Fingal, Co
Dublin

Tel +353 1 8906799
Out of Hours +353 1 8905000
Email environment@fingalcoco.ie
Website www.fingalcoco.ie

Environment Section
Galway City Council
City Hall, College Road Galway,
H91 X4K8
Tel +353 91 536400
Email environment@galwaycity.ie
Website www.galwaycity.ie

Environmental Complaints
Coordinator
Environment Department
Galway County Council
Áras an Chontae
Prospect Hill, Co. Galway, H91 H6KX
Tel +353 91 509510
Email environment@galwaycoco.ie
Website www.galway.ie

Environment Department
Kerry County Council
County Buildings,
Rathass, Tralee, Co Kerry
Tel +353 66 7162000
Fax +353 66 7120663
Email environ@kerrycoco.ie
Website www.kerrycoco.ie
Litter Hotline 1800 326 228

Administrative Officer
Environment
Kildare County Council
Áras Chill Dara, Devoy Park, Naas,
Co Kildare, W91 X77F
Tel +353 45 980588
Out of Hours 1800 500 444
Email environ@kildarecoco.ie
Website www.kildarecoco.ie

Environmental Complaints
Coordinator
Kilkenny County Council
County Hall, John Street, Kilkenny,
R95 A39T
Tel +353 56 7794470
Fax +353 56 7794004
Email environment@kilkennycoco.ie
Website www.kilkennycoco.ie

Administrative Officer
Environment Section
Laois County Council
Áras an Chontae JFL Avenue,
Portlaoise Co Laois, R32 EHP9
Tel +353 57 8664000
Email environment@laoiscoco.ie
Website www.laois.ie

Environmental Complaints
Coordinator
Leitrim County Council
Áras an Chontae, Carrick-on-
Shannon, Co Leitrim, N41 PF67
Tel +353 71 96 20005
Out of Hours 1800 205 205
Email environmentalcomplaints@leitrimcoco.ie
Website www.leitrimcoco.ie

PART



Directory of Regional Agencies

LOCAL AUTHORITIES

Local Authorities continued

Administrative Officer
Environment Section
Limerick City and County Council

Dooradoyle, Limerick, V94 WV78

Tel +353 61 496264

Tel +353 61-556000

Email customerservices@limerick.ie

Website www.limerick.ie

Litter Hotline 1800 201 151

Environmental Complaints Coordinator
Longford County Council
2 Church Street, Abbeycartron, Longford

Tel +353 43 3343462

Email environment@longfordcoco.ie

Website www.longfordcoco.ie

Senior Staff Officer
Environment Section
Louth County Council
County Hall, Millennium Centre,
Dundalk, Co Louth, A91 KFW6

Tel +353 42 9335457

Email environment@louthcoco.ie

Website www.louthcoco.ie

Environmental Complaints Officer
Mayo County Council
Áras an Chontae, Castlebar, Co Mayo

Tel +353 94 9064000

Email environment@mayococo.ie

Website www.mayo.ie

Litter Hotline 1800 400 256

Senior Executive Officer
Environment Section
Meath County Council
Dublin Road, Navan, Co Meath, C15 Y291

Tel +353 46 909700

Out of Hours 1890 445 335

Email environment@meathcoco.ie

Website www.meath.ie

Administration Officer
Environment
Monaghan County Council
Riverside Road, Carrickmacross, Co.
Monaghan, A81 RY22

Tel +353 42 9661240

Email envservices@monaghancoco.ie

Website www.monaghan.ie

Litter Hotline 1800 200 014

Environmental Services
Offaly County Council
Áras an Chontae, Tullamore, Co
Offaly, R35 F893

Tel +353 57 93 46 800
Out of Hours 1800 151515
Email environment@offalycoco.ie
Website www.offaly.ie

Environmental Complaints
Coordinator
Environment Section
Roscommon County Council
Áras on Chontae, Co. Roscommon,
F42 VR98

Tel +353 90 6637100
Email environment@roscommoncoco.ie
Website www.roscommoncoco.ie

Environment Complaints Officer
Sligo County Council
County Hall, Riverside, Sligo, F91
Y763

Tel +353 71 9111111
Email enviro@sligococo.ie
Website www.sligococo.ie

Environmental Services Department
South Dublin County Council
County Hall, Tallaght, Dublin 24,
D24 A3XC

Tel +353 1 4149000
Email info@sdblincoco.ie
Website www.sdcc.ie

Administrative Officer
Environment Section
Tipperary County Council
Civic Offices, Clonmel, Co Tipperary,
E91N512

Tel 0818 065000
Email customerservices@tipperarycoco.ie
Website www.tipperarycoco.ie

Environmental Complaints
Coordinator
Environment Department
Waterford City and County Council
Menapia Building, The Mall,
Waterford, X91 PK15

Tel 0818 10 20 20
Email contact@waterfordcouncil.ie
Website www.waterfordcouncil.ie

Senior Engineer
Environment Section
Westmeath County Council
Áras An Chontae, Mount Street,
Mullingar, N91 FH4N

Tel +353 44 9332000
Email customerservice@westmeathcoco.ie
Website www.westmeathcoco.ie
Litter Hotline 1800 819 000

Environmental Complaints
Coordinator
Environment
Wexford County Council
County Hall, Wexford, Y35 WY93

Tel +353 53 9196000
Email environment@wexfordcoco.ie
Website www.wexfordcoco.ie

Senior Executive Officer
Environment Section
Wicklow County Council
County Buildings, Wicklow Town,
A67 FW96

Tel +353 404 20100
Email env@wicklowcoco.ie
Website www.wicklow.ie
Litter Hotline 1890 548 837

Call the National Environmental Complaints Line (NECL)

Tel: 1800 365 123, open 24-hours,
7-days per week.

Use the 'See It? Say It!' smartphone app

(all local authorities EXCEPT Dublin
City Council)

Apple iPhone: [Download from the
Apple App Store](#)

Android smartphone: [Download from
the Android Play Store](#)

For Dublin City Council, go to their
[Citizen Hub Platform](#)
<https://citizenhub.dublincity.ie/>

PART

C

Directory of Regional Agencies

EPA REGIONAL OFFICES
INLAND FISHERIES IRELAND
NATIONAL PARKS AND WILDLIFE
SERVICE

EPA Regional Inspectorates

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

Environmental Protection Agency
Johnstown Castle Estate, Co Wexford,
Y35 W821

Tel +353 53 9160600
LoCall 0818 335 599
Fax +353 53 91606 99
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
McCumiskey House,
Richview, Dublin 14

Tel +353 1 2680100
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
Inniscarra, Co Cork, P31VX59

Tel +353 21 4875540
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
John Moore Road,
Castlebar, Co Mayo F23 KT91

Tel +353 94 9048400
Fax +353 94 9021934
Email info@epa.ie
Website www.epa.ie

Environmental Protection Agency
Seville Lodge, Callan Road, Kilkenny,
R95 ED28

Tel +353 56 7796700
Fax +353 56 7796798

Environmental Protection Agency
The Glen, Monaghan, H18 YT02

Tel +353 47 77600
Fax +353 47 84987

OEE Local Authority Enforcement

Environmental Complaints Unit
Office of Environmental Enforcement,
Environmental Protection Agency,
PO Box 3000,
Johnstown Castle Estate, Co Wexford

Tel +353 53 9160600
Email info@epa.ie
Website www.epa.ie

Inland Fisheries Ireland

Inland Fisheries Ireland serves to protect, manage and conserve Irelands land-based fishing areas and sea angling resources.

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.

Please report illegal fishing, fish kills, fish in distress, water pollution, habitat destruction, or invasive species by telephoning the IFI confidential phonenumber.

Call: 0818 34 74 24 (24 hours)

Inland Fisheries Ireland (HQ)
3044 Lake Drive, Citywest Business Campus, Dublin, D24 CK66

Tel +353 1 8842600
Email info@fisheriesireland.ie
Website www.fisheriesireland.ie

Inland Fisheries Ireland, Dublin (Eastern River Basin District)
3044 Lake Drive, Citywest Business Campus, Dublin, D24 CK66

Tel +353 1 2787022
Fax +353 1 2787025
Email dublin@fisheriesireland.ie

Inland Fisheries Ireland, Ballyshannon (North Western River Basin District)
Station Road, Ballyshannon, Co Donegal F94 WV76

Tel +353 71 9851435

Inland Fisheries Ireland, Ballina (Western River Basin District)
Ardnaree House, Abbey Street, Ballina, Co Mayo, F26 KO29

Tel +353 96 9022788
Fax +353 96 9070543
Email ballina@fisheriesireland.ie

Inland Fisheries Ireland Limerick (Shannon River Basin District)
Ashbourne Business Park, Dock Road, Limerick, V94 NPEO

Tel +353 61 300238
Fax +353 61 300308
Email limerick@fisheriesireland.ie

Inland Fisheries Ireland, Clonmel (South Eastern River Basin District)
Anglesea Street, Clonmel, Co. Tipperary, E91 RD25

Tel +353 52 6180055
Fax +353 52 6123971
Email clonmel@fisheriesireland.ie

Inland Fisheries Ireland Macroom (South Western River Basin District)
Sunnyside House, Co. Cork, P12 X602

Tel +353 26 41222
Fax +353 26 41223
Email macroom@fisheriesireland.ie

Inland Fisheries Ireland, Galway (Western River Basin District)
Teach Breac, Earl's Island, Galway, H91 E2A2

Tel +353 91 563118
Fax +353 91 566335

National Parks and Wildlife Service – Department of Environment, Heritage and Local Government

The National Parks and Wildlife Service, part of the Department of Housing, Local Government and Heritage is responsible for investigating complaints about wildlife and habitat protection matters.

National Parks and Wildlife Service
90 King Street North, Dublin 7, D07N7CV

Tel +353 1 8882000
Email natureconservation@npws.gov.ie
Website www.npws.ie

PART

C

Directory of Regional Agencies

AN GARDA SÍOCHÁNA
HEALTH SERVICE EXECUTIVE
HEALTH AND SAFETY AUTHORITY
FOOD SAFETY AUTHORITY OF
IRELAND
DEPARTMENT OF AGRICULTURE
FOOD AND THE MARINE
EU COMMISSION

An Garda Síochána

An Garda Síochána should be contacted where you have concerns that a criminal offence has been committed.

Website www.garda.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

Dr. Steevens' Hospital,
Steevens' Lane,
Dublin 8,
D08 W2A8

Tel +353 1 635 2000
Website www.hse.ie

Health and Safety Authority

The Health and Safety Authority is responsible for securing health and safety at work.

Health and Safety Authority

The Metropolitan Building,
James Joyce Street,
Dublin 1, D01K0Y8

Tel 0818 289 389
Email contactus@hsa.ie
Website www.hsa.ie

Food Safety Authority of Ireland

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

The Exchange,
Georges's Dock,
I.F.S.C.,
Dublin 1,
D01 P2V6

Tel +353 1 8171300
Email info@fsai.ie
Website www.fsai.ie

Department of Agriculture, Food and the Marine

The Department of Agriculture, Food and the Marine is responsible for overseeing single-farm payments to farmers, which are subject to crosscompliance 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 and the Marine

Agriculture House, Kildare Street,
Dublin 2, D02 WK12

Tel +353 1 6072000

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



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978-1-80009-322-5 November / 2025 / Website