

## COMPLAINT DETAILS WORKSHEET

<b>Complaint Ref</b>	8620	<b>Jobsheet Printed</b>	05-11-2018
<b>Complaint Received</b>	04/07/2018	<b>Allocated To</b>	
<b>Response Date</b>	05/07/2018		
<b>Complaint Code</b>	EPA	<b>Description</b>	Advice/Enquiry Ph

Subject of Complaint		Details of Complaint
Location Complaint		There is a coal merchant and coal dust is getting everywhere. He would like someone to come and inspect the site. Planning application A/2014/0498/F withdrawn in Dec 16'. Site operating without planning permission.
Commercial Premises		
Subject of Complaint		
Occupier		

Customer		Customer Details
Name		Telephone ::
Address		Mobile ::
		Email ::

Planned Date	Actual Date	Officer	Action Code	Action Description	Action Details Taken
09/07/2018	09/07/2018		EPTC	Telephone Call	Called . Advised him i had spoken to Planning and advised them of my visit. Advised him that dust was most likely a temporary issue due to wind direction and dry weather. Asked him to contact me if problem persists and i will visit to obtain evidence for planning. He was happy with this proposed action.
06/07/2018	06/07/2018		EPTC	Telephone Call	Discussed with planning officer for previous planning application, He advised me that there is an open enforcement case which is being reviewed but not given top priority. Advised him i would be contacting them merely to advise them of dust issues but not to mention open enforcement case.
	05/07/2018		EPMV	Monitoring Visit	Visited and spoke to Doors had to be closed due to dust. Both done a finger wipe test on reception surrounding and finger was black crystal type , not similar to typical dust. He confirmed he did not wish to make complaint. Particularly more obvious last two weeks. Office upstairs more affected as no air con and windows need to be opened. Took photos of white cars outside and obvious deposits of black dust. Advised I would contact depot and discuss issue with them and offer some recommendations. He was happy with that. Will be back in contact. Noted that wind direction in northerly and norther east i.e. positive wind vector.

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Investigation Entry Records					
Entry Ref	Entry Date	Response	Officer	Re-Visit	Entry

<b>Visit Time</b>		<b>Admin Time</b>	
Complaint Recommended for Closure Y/N		Closing Officer:	
Complaint Founded Y/N		Date Completed:	09/07/2018

<b>Agreed By</b>		<b>Date</b>	
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