



**SOUTH DERBYSHIRE DISTRICT COUNCIL - COMPLAINT LOG**

**To be completed by complainant and returned to:  
ENVIRONMENTAL HEALTH, SOUTH DERBYSHIRE DISTRICT COUNCIL, CIVIC OFFICES,  
SWADLINCOTE, DE11 0AH.**

Name	Concerning :
Address	
Ref:	

<b>DATE</b>	<b>TIME (From – To)</b>	<b>DURATION</b>	<b>YOUR COMMENTS ON HOW DISTURBANCE AFFECTED YOU/YOUR HOUSEHOLD</b>

**This information is true to the best of my knowledge and belief. I have not wilfully stated in it anything which I know to be false or do not believe to be true and understand this may be used as evidence in a Court of Law.**

**DATE .....SIGNED .....**

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**DATE .....****SIGNED .....**

## How to Complete Complaint Log Sheets

### **What are Complaint Log Sheets?**

These are forms that are required to be completed by a complainant with the details of incidents in relation to the complaint.

As officers cannot be at every property, the forms are a necessary and key part of any investigation and allow officers to determine the frequency, duration and extent of the problem that is complained of.

The forms may be used as evidence in a Court of Law and need to state detailed facts that you can testify as true and accurate.

### **How do I fill in the sections?**

The form below gives some examples of how to complete a log sheet. It is important that you ***do not state it is on all day every day***. This is because in a court it would have to be proved that you were there all the time every day. The more incidents that are logged down will enable a better idea of how it is affecting you.

It is also important that you give a description of how the problem impacts on you at the time and where you were situated, e.g. I could hear the noise above my TV when I was situated in the front living room (see examples).

### **I have complained before, do I need to fill it out again?**

Even if you have complained before and completed log sheets it is still important that we get accurate up to date information regarding on-going problems.

### **What if I refuse?**

All information collated as part of an investigation forms part of the assessment of nuisance and how it impacts on you. If a log sheet is not completed then this will weaken any case in proving nuisance.

### **How long do I complete them for?**

You should start to complete them from when you receive them and until you have recorded a number of incidents and then send them on to the investigating officer. If they are not returned within 6 weeks we would then contact you to determine if the problem continues or not. You should also continue to complete them during the whole investigation.

### **What if I need further help?**

If you need any assistance with the forms or the on-going investigation then please do not hesitate to contact the investigating officer who will be more than willing to help you.

***If in doubt then please ask.***

***See Example Sheet***

Example Log Sheet

**SOUTH DERBYSHIRE DISTRICT COUNCIL - COMPLAINT LOG**

**To be completed by complainant**

Name	Your name	Concerning :	?? Main Street
Address	Your Address		Swadlincote Derbyshire
Ref:	(Description of problem and location)		

DATE	TIME (From – to)	DURATION	COMMENTS ON HOW DISTURBANCE AFFECTED YOU/YOUR HOUSEHOLD
<b>(Noise)</b> 1/5/05	10:00pm to 10:35pm	35 minutes	I could hear the music in my front living room, while I was watching TV. It was so loud that the pictures were rattling. I could recognise all the words in most of the songs, such as 'U2 – Elevation' . The noise was so loud I could not hear the TV. <b>(Name the songs &amp; words if you can)</b>
1/5/05	11:30pm to 01:15am	1 hour and 45 minutes	The music came on again when I was in bed. The music was clearly audible and I could not get to sleep. I could still tell what the words were in the songs and felt the vibration of the bass beat. The songs were '???????' (name song if you can)'
1/5/05	7:00am to 8:30am	1 hour and 30 minutes	The dog next door was barking from 7:00am on and off until I went to work. I can clearly hear it in my house. It barks for several minutes at a time, before being quiet for a few minutes and then starting again. I cannot hold a conversation in my kitchen.
<b>(Dust)</b> 1/5/05	2:30pm to 4:15pm	1 hour and 45 minutes	When vehicles moved around the site dust clouds were generated and the wind blew it onto my house. The windows and doors were covered in a layer of dust and I could not go into the garden because the dust hurt my eyes.
2/5/05	10:00am to 11:05am	1 hour and 5 minutes	When lorries at the site tipped into the hoppers dust was generated which then blow in the wind over my house. Vehicles moving around the site also generated dust. I could see the dust cloud clearly coming from the site.
<b>(Odour)</b> 1/5/05	9:30am to 10:00am	30 minutes	I could smell the poultry manure which had been spread. The smell was very sickly and unpleasant. I could smell it both outside and inside very strongly. The wind was blowing form ?????? I then went out.