



## COMPLAINTS ABOUT NOISE

The Council has a policy on noise complaints which details how your complaint about noise will be dealt with. The policy explains:-

- The law which applies how we decide whether the noise complained of is, or is not, a statutory nuisance.
- How we go about investigating a complaint about noise.

This leaflet contains an abstract of that policy. A copy of the full policy is available:-

- on our website at:- [www.erewash.gov.uk](http://www.erewash.gov.uk) / Environment and Waste / Noise and Nuisance
- by calling 0115 907 2244 ext 3820 to request a hard copy
- or emailing [environmentalhealth@erewash.gov.uk](mailto:environmentalhealth@erewash.gov.uk)

### Action by the Council

For the council to take any action the complainant (i.e. the person suffering from the noise) needs to:-

- complete and return a noise diary;
- provide us with their name and address;
- be prepared to go to court if needed; and,
- provide a specific address of where the noise is coming from.

The actions of the Council, as a result of your complaint, may result in a legal action in the courts. Because of this, it is not possible for us to ensure that you can remain anonymous throughout the investigation of your complaint. Every effort will be made to ensure that your identity is only revealed when it becomes absolutely necessary.

### Commercial and Industrial Noise Complaints

These are dealt with in the same way as domestic noise complaints. In some cases an officer may be able to monitor the noise prior to receiving a completed noise diary.

An additional control may be available for licensed premises (i.e. pubs and clubs). These are subject to licence conditions and in some cases it may be more appropriate to deal with your complaint via the premises licensing. If this is the case the investigating officer will inform you and give you the necessary contact details for the Licensing Team.

Please do not hesitate to contact us should you wish to seek clarification or guidance on how your complaint will be dealt with, or discuss any specific issue or aspect relating to your complaint

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**OVERVIEW OF PROCEDURE FOR DEALING WITH A COMPLAINT OF NOISE**

