

This Factsheet relates to complaints about noise nuisance. It should be read together with the Council's Complaints Procedure.

The Council is responsible for investigating complaints about noise nuisance from domestic/commercial/industrial premises within its area and taking appropriate enforcement action where it finds that a statutory nuisance exists. This is usually through the Council's Public Health Section. The Council has to work within the law, government guidance and its own policies and procedures.

The Complaints Procedure can consider complaints about the way in which the Council has dealt with noise nuisance complaints including:

- failure to investigate a complaint of continuing noise nuisance.
- unreasonable delay in investigating a complaint of noise nuisance.
- failure to take enforcement action or measures to resolve the problem when it had identified that a statutory noise nuisance problem existed.
- not explaining the outcome of its investigation to you.
- failure to take account of all relevant information available.

The complaints procedure cannot:

- reach a decision on whether the noise you are complaining about is a nuisance in law.
- overrule the Council's decision about whether the noise is a nuisance in law and the enforcement action it has taken.
- overrule a decision of a Court in any Appeal against the service of a Notice or a judgment delivered in the prosecution of a statutory noise nuisance.

For advice on making complaints about noise nuisance, you should contact the Council's Public Health Section directly through the Contact Centre on 01267 234567, during normal office hours. The Council does not operate an out of office hours emergency service for noise nuisance complaints. If you are suffering from noise nuisance, you will need to give details of the noise and the dates and times that it occurred.

The department does have a formal procedure to deal with noise enquiries and your enquiry will instigate this procedure. The Council cannot immediately intervene and stop the noise as an investigation will need to take place to establish the nature of the problem. They may ask you to fill in a diary to record the details of the problem as part of the investigation.

For further information please contact: 01267 234567 or view and search the Council's website.

<http://www.carmarthenshire.gov.uk/english/environment/health/pollution/pages/noise.aspx>