

## LODGING A COMPLAINT

The Northern Territory Environment Protection Authority (NT EPA) plays a significant role in protecting the environment. As part of that role the NT EPA often receives notifications relating to noise, smoke, dust, fumes and odour. The Northern Territory *Waste Management and Pollution Control Act* defines such events that have an adverse effect on the amenity of an area as an environmental nuisance.

Environmental nuisance of this nature is often best managed using the following approach.

*Where there are concerns for public health the Department of Health and Families, Environment Health, should be contacted directly on: 1800 095 646.*

1. The NT EPA recommends keeping a log recording when the nuisance occurs and the steps you have taken to resolve the issue.
2. Approach your neighbour, or person with whom you have grievance, in a polite and respectful manner. Remember some people become defensive when approached, which is why it is essential when initially approaching a person to discuss the matter politely and without argument.
3. Explain why the problem is created, and ask the person for their assistance in resolving the matter. You may find it useful to show the person how you have been, or are being, aggrieved, for example if it is noise related, ask them to listen to the noise, from where you can hear it.
4. Allow the person time to make changes to the way in which they do things.
5. If the problem hasn't been resolved and you feel comfortable, approach your neighbour again.
6. If the problem hasn't been resolved and you feel uncomfortable approaching your neighbour again or no amicable solution can be met we refer you to the Community Justice Centre. They will assist you by providing mediation services between you and your neighbour, or person with whom you have a grievance.
7. If this does not resolve the issue submit your complaint in writing, including a copy of a log of when the nuisance occurred/occurs and the steps you have taken to resolve the issue.

# NORTHERN TERRITORY ENVIRONMENT PROTECTION AUTHORITY

Written submissions should be sent to:

Northern Territory Environment Protection Authority  
GPO Box 3675  
DARWIN NT 0801

or emailed to:

[pollution@nt.gov.au](mailto:pollution@nt.gov.au)

After receiving the complaint the NT EPA will confirm all necessary steps have been taken to resolve the issue between yourself and the person with whom you have a grievance.

The NT EPA will then investigate the matter in accordance with the *Waste Management and Pollution Control Act*.

Where an environmental offence has been determined the person with whom you have a grievance may be issued an infringement notice. Prosecution may be sought where the circumstances justify such action.

### For more information, contact:

Northern Territory Environment Protection Authority  
GPO Box 3675  
DARWIN NT 0801

**Tel** 08 8924 4218

**Fax** 08 8924 4053

**Email** [pollution@nt.gov.au](mailto:pollution@nt.gov.au)

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## Complaint Form

### Complainant Details (Your Details)

*This information will be used for NT EPA to contact you for further information and to report the outcomes of NT EPA investigations. Investigations may not proceed without this information.*

<b>Name</b>		<b>Phone Number</b>	
<b>Address</b>		<b>Other Number</b>	
<b>Suburb/Town</b>		<b>Email</b>	

### Details of Complaint (or nuisance)

*This information will be used for NT EPA to undertake any investigation into the alleged complaint.*

<b>Nature of the Complaint</b>	
<b>Name person or company with whom you have the grievance</b>	
<b>Address of the source of the nuisance</b>	

### Event Log

*This log should capture when the nuisance occurs (date/time) and all steps taken to resolve the issue, please attach additional pages for additional information. NT EPA investigations may not be initiated unless an Event Log is provided.*

<b>Date</b>	<b>Event</b>

### Checklist

<i>Completion of the checklist will determine if necessary steps have been conducted to progress NT EPA investigation.</i>	<b>Yes/No</b>
<b>Community Justice Centre mediation undertaken</b>	
<b>Complaint Details Completed</b>	
<b>Details of Complaint Completed</b>	
<b>Event Log Completed</b>	

Completed Complaint Form should be sent to:

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GPO Box 3675  
DARWIN NT 0801  
[pollution@nt.gov.au](mailto:pollution@nt.gov.au)