IMPORTANT – PLEASE READ THESE INSTRUCTIONS CAREFULLY

Instructions for completing complainant log sheets

The attached log sheet has been sent to you in order that you may record the details of your complaint over a representative time and will help to provide the information that may eventually be used as part of any formal proceedings by the City Council. When completing the log sheet you should pay attention to the following matters: -

Please ensure that any handwriting is as legible as possible and make all entries within the marked boxes.

It is advisable to record any incidents or complaint immediately it occurs, as you may not be able to recall the exact details at a later date.

If you wish to provide any additional evidence to support your complaint (e.g. photographs etc.) please return these, suitably labelled and dated with the log sheet.

If necessary, use more than one line. Where the source of disturbance tends to occur on and off over the whole day, please log each event rather than refer to "disturbance all day". This will help us to identify the number of occasions and the total time of occurrence.

The boxes marked should be completed as follows: -

I. DAY AND DATE, ie the day of the week and the date, e.g. Monday 21 January 2012
II. THE START TIME. The time when you first became aware of the odour. This should either be in 24 hour clock format (e.g. 2310 hours) or indicate AM or PM.
III. THE FINISH TIME. The time you consider that the odour ceased
IV. Wind Direction.(If applicable) (if you are not sure then indicate whether is it blowing toward the property or away)
V. ODOUR DESCRIPTION. (ie Agricultural, Chemical, Wood)
VI. COMMENTS. This box has been provided to allow you to describe the details of the disturbance

If you require additional continuation sheets please contact the Officer named on the front of the log sheet.

It is recommended that you return the log sheet after two or three weeks since this usually provides a good indicator of whether formal action can be taken to deal with your complaint.

PLEASE REMEMBER TO SIGN AND DATE THE FRONT SHEET OF THE LOG BEFORE RETURNING TO THE CASE OFFICER

IF YOU HAVE ANY DIFFICULTIES COMPLETING THE LOG SHEET PLEASE CONTACT US

Winchester City Council

Environment Division

Steve Tilbury
Director of Operations

CITY OFFICES, COLEBROOK STREET, WINCHESTER, HAMPSHIRE, SO23 9LJ TEL (01962) 840222 FAX (01962) 840586

ODOUR/SMOKE MONITORING LOGSHEET

COMPLAINANTS NAME .....

ADDRESS .....

TYPE OF COMPLAINT .....

SOURCE .....

COMPLAINT REF NO .....

DATE DELIVERED/SENT .....

INVESTIGATING OFFICER .....

EXTENSION NO .....

I CERTIFY THIS IS A TRUE & ACCURATE RECORD OF EVENTS, OBSERVED BY ME AT THE TIME THE INCIDENTS OCCURRED. I UNDERSTAND THAT IT MAY BE USED AS EVIDENCE IN COURT IF NECESSARY.

COMPLAINANT'S SIGNATURE .....

DATE .....

DATE	START TIME	FINISH TIME	WIND DIRECTION	WEATHER CONDITIONS	ODOUR DESCRIPTION	COMMENTS

Winchester City Council

Environment Division

Steve Tilbury
Director of Operations

DATE	START TIME	FINISH TIME	WIND DIRECTION	WEATHER CONDITIONS	ODOUR DESCRIPTION	COMMENTS