

Flow Chart

Insect Nuisance Complaint Procedure



The flow diagram below shows the general procedure that is followed by Environmental Health in the investigation of a complaint:

Complaint received



Initial letters sent to complaint address and person making complaint
(Within 3 working days of receipt of the complaint)



Person complaining asked to keep diary sheets
and is on office hours call out for any further problems

If diary sheets not returned/or not called out to witness, no further action taken



Diary sheets returned and assessed
(2 weeks after the initial complaint)

If diary shows limited intrusion complaint written off



Officer witnesses Statutory Nuisance



Statement taken from person complaining



Notice served

If the nuisance persists:



Breach of notice



Collect more evidence



Prosecution