



ADMINISTRATIVE COMPLAINT FORM



Important notice: The Environment Agency does not process anonymous complaints.

Data protection declaration

The personal data collected via this form is processed in accordance with Regulation (EU) 2016/679 of the European Parliament of 27 April 2016 on the protection of natural persons with regard to the processing of personal data. Please follow the link <https://environnement.public.lu/fr/support/protection-donnees/aev.html> to learn more about how your data is protected by the Environment Agency.

1. Input

Fields marked with an * are mandatory

Complainant's contact details

Title*:	<input type="text"/>		
Surname, first name / Company name*:	<input type="text"/>		
Address*:	<input type="text"/>		
Town/city*:	<input type="text"/>	Postcode*:	<input type="text"/>
Phone*:	<input type="text"/>	Email:	<input type="text"/>

Identification of the location covered by the complaint

Address*:	<input type="text"/>		
Town/city*:	<input type="text"/>	Postcode*:	<input type="text"/>
Commune*:	<input type="text"/>	Section*:	<input type="text"/>
Number(s)*:	<input type="text"/>	GPS-/LUREF coordinates*:	<input type="text"/>

Identification of the operator – natural or legal person concerned by the complaint

Name of operator – natural or legal person*:	<input type="text"/>		
Address*:	<input type="text"/>		
Town/city*:	<input type="text"/>	Postcode*:	<input type="text"/>

Complaint details

Different subjects*:

- | | |
|---|-------------------------------------|
| <input type="checkbox"/> Odors | <input type="checkbox"/> Noise |
| <input type="checkbox"/> Air pollution | <input type="checkbox"/> Vibrations |
| <input type="checkbox"/> Soil pollution | <input type="checkbox"/> Waste |
| <input type="checkbox"/> Spillage of substances/liquids | |



Origin of the complaint (example: a specific building or facility)*:

Inconvenience caused (example: type of odor, type of noise, type of waste, etc.)*:

Frequency of the nuisance*: Occasional Permanent

Nuisances (if possible, specify the start date of permanent nuisances; for occasional nuisances, specify the time (time of year, time of day, date, time, etc.))*:

Contact

Contact operator/person:

I tried to contact the operator / person concerned by the complain Yes No

I have contacted the operator / person concerned by the complain Yes No

Details:

Contact with other administrations:

I have already contacted other authority(ies) (Police, communal administration, etc.) in relation to the complain. Yes No

Details:



2. Conclusions

Fields marked with an * are mandatory

- I would like to be informed of the measures taken by the authorities
 I do not wish to be informed of the measures taken by the authorities

Please attach any information that may be useful in documenting the subject of the complaint, as well as any additional comments.

Done at*:

Signature*:

Date*:

APPENDIX - List of nuisances for which the Environment Agency is NOT competent

Type	Comments	Examples	Competent authority	Applicable legal basis
Noise	Noise pollution created by aircraft while in flight	- noise pollution created by night flights...	Air Navigation Administration	Law of 1 August 2007 transposing directive 2002/30/EC of the European Parliament and the Council of 26 March 2002 on the the establishment of rules and procedures concerning the introduction of noise-related operating restrictions at Community airports
Noise	Noise pollution generated by vehicles driving or stationary on public roads	- noise emitted by non-compliant vehicle exhausts - engine of a stationary vehicle running unnecessarily for prolonged periods ...	Grand Ducal Police	Highway Code
Noise	Noise pollution from a facility that is not an integral part of an industrial, craft, commercial, agricultural or wine-producing business, which is not subject to authorisation under the legislation on classified establishments	- heat pump operated by a private individual - ventilation operated by a private individual ...	Communal authority	Communal regulations
Noise	Transmission of noise inside buildings that do not contain any installations subject to authorisation under legislation relating to classified establishments	- noise transmitted inside a building by utility installations ...	Communal authority	Communal regulations
Noise	Noise generated by private individuals <i>Except when playing electronically amplified music</i>	- noise generated by gardening - noise generated by DIY activities ...	Communal authority	Communal regulations

Noise	Churchbell noise		Communal authority or priest	Ministerial circular of 22 January 1920 to the communal administrations concerning the ringing of church bells and/or Regulation of 1 March 1872 on the ringing of church bells and/or communal regulations
Water	Pollution of a watercourse	- Spillage of pollutants (e.g. fuel oil) into a river...	Water Management Agency (<i>Administration de la gestion de l'eau</i> - AGE)	Law of 19 December 2008 on water
Type	Felling or destruction of one or more trees lining roads and paths		Nature and Forest Agency (<i>Administration de la nature et des forêts</i> - ANF)	Law of 18 July 2018 on the protection of nature and natural resources
Odours	Odour nuisance caused by exhaust fumes from stationary vehicles on public roads	- engine of a stationary vehicle running unnecessarily for prolonged periods	Grand Ducal Police	Highway Code
Odours	Odour nuisance from installations used for drying or cooking products through direct contact with combustion gases	- nuisances caused by particles emitted from the chimney of a pizza oven - odour nuisance caused by smoke emitted by a barbecue ...	Communal authority	Communal regulations and/or 'commodo/incommodo' legislation (Class 2)

Odours	Odour nuisance from a gas-fired heating unit (4 kW < P _{tot} < 1 MW)	<ul style="list-style-type: none"> - gas-fired water heater - gas-fired hot air generator - gas stove - cogeneration plant (power < 100 kW) ... 	Ministry of the Economy	Amended Grand Ducal Regulation of 27 February 2010 on gas installations
Other	Rubbish bins belonging to private individuals or restaurants	<ul style="list-style-type: none"> - unsanitary conditions due to rubbish bins near a restaurant - unsanitary conditions due to rubbish bins near a private residence... 	Communal authority or commonhold property manager	Communal regulations and/or 'commodo/incommodo' legislation (Class 2) and/or commonhold community statement
Other	Light pollution	<ul style="list-style-type: none"> - street lighting - advertising billboard - Christmas lights... 	Communal authority or National Roads Administration	Legislation on public highways and/or municipal regulations
Other	Spreading of slurry, manure, digestate	- eutrophication of surface waters due to the spreading of slurry...	Administration of Technical Agricultural Services or Water Management Agency	Amended Grand Ducal Regulation of 24 November 2000 on the use of nitrogen fertilisers in agriculture