



**Office for  
Environmental  
Protection**

# The OEP Complaint Form

## Who should use this form?

This form is for you to complain to the Office of Environmental Protection (OEP). You can complain about public authorities you believe have not complied with environmental law. The Office for Environmental Protection (OEP) has been established under the Environment Act 2021 to receive complaints about public authorities suspected of not complying with environmental law.

Please note the OEP is not obliged to open an investigation into every complaint it receives, even where it considers a breach may have occurred. It will prioritise investigations in accordance with its strategy and enforcement policy. In addition, if the OEP does formally follow up your complaint, its aim is a general one – to hold public authorities to account for failures to comply with environmental law. The OEP complaint process is therefore not appropriate for seeking personal redress, including compensation, from the public authority concerned. You may wish to consider alternative routes.

## The role of the Office for Environmental Protection

We will assess complaints against the criteria set out in the Act. We will tell you if we think your complaint does not meet those criteria. We may also ask you to provide more information. This is so we can better assess your complaint against the criteria. Please note this assessment is to confirm whether your complaint will fall into the scope of a possible investigation by the OEP.

Once the OEP is legally established and we have our full statutory powers we will consider whether to investigate your complaint further. We expect to become fully operational in early 2022. The OEP will decide this, following its enforcement policies and priorities.

## Data Privacy

By submitting this form you agree to our [Data Privacy Notice](#) which can be found on our website: [www.theoep.org.uk](http://www.theoep.org.uk) The OEP will use the information you provide to contact the relevant public authority/ies to verify that you have finished their internal complaints procedure. You may tell us at any time if you wish to withdraw your complaint.

## Completing this form

You should provide information about the breach of environmental law you believe has occurred, even if you cannot name the specific law. Please ensure that you enclose all documents that you believe are relevant to your complaint including any additional sheets. Please include anything that you regard as evidence of suspected breach of environmental law.

You only need to answer the Mandatory Questions prefixed with an asterisk\* to complete this form. If you can give specific and detailed answers to optional questions it will help us to better assess your complaint.

You should follow the OEP complaint procedure and may wish to read the information on our website before complaining. You should also refer to the guidance provided in Section B of this form.

Contact us if you need help using our service at [enquiries@theoep.org.uk](mailto:enquiries@theoep.org.uk) or by phone 03300 416581. If you have any specific needs with regard to completing this form please advise us of this. We will do our best to communicate with you in the way you have requested. Please see our [Accessibility Statement](#) which you can also find on our website.

### **\*What is the title of your complaint?**

Please provide below a short title for your complaint, with a maximum 30 words that makes it easily identifiable. We will give your complaint a unique ID number which will be emailed or sent by post when we receive your complaint.

The Environment Act sets out **criteria for complaining to the OEP**. You must be able to answer 'Yes' to the following questions:

1. **\*Do you think there has there been a breach of an environmental law?**  
See guidance in Section B2.  
Yes  No
2. **\*Does the breach relate to England, Northern Ireland or a *reserved matter*?** See guidance in Section B3.  
Yes  No
3. **\*Is your complaint about a *public authority*?** See guidance in Section B4.  
Yes  No
4. **\*Can you complain?** Public authorities cannot complain to the OEP. See guidance in Section B1.  
Yes  No
5. **\*Are you within the *time limit*?** You must normally complain within 1 year of the breach or else within 3 months of the *public authority's* internal complaints procedure finishing. See guidance in Section B5.  
Yes  No
6. **\*Have you complained to the *public authority* and received a final response?** This applies if the *public authority* has an internal complaint procedure. The OEP cannot consider a complaint unless you have first complained to the relevant *public authority* and exhausted its internal complaints procedure. You should have a letter or email confirming this.  
Yes  No

We will tell you if we think your complaint doesn't meet these criteria and explain why. We will also tell you if we need more information.

**Section A1 – About you** (see guidance in Section B1 of this form)

Please provide contact details. We require your name and **at least an email OR postal address**. If we cannot contact you, we will still try to process your complaint but we may not have the information we need. We also won't be able to keep you informed about your complaint.

Title

**\*Full Name**

**Organisation**  
(if applicable)

<b>Telephone number (optional)</b>	<input type="text"/>
<b>*Email address</b>	<input type="text"/>
<b>*Address</b> Line 1	<input type="text"/>
<b>Address</b> Line 2	<input type="text"/>
<b>*Town</b>	<input type="text"/>
<b>*Post Code</b>	<input type="text"/>
<b>*Country</b>	<input type="text"/>

## [Section A2 – About your complaint](#)

**\*Do you know which environmental laws have not been complied with?**

**Yes**                       **No**

Please provide information about the breach of *environmental law* you believe has occurred even if you cannot name the specific law. Please be as detailed as possible and see section B2 of this form for guidance.

Section(s) of Act(s)

Regulation(s)

Other Legal Provision(s)

I Don't Know

**Details of the environmental law(s) concerned.**

**\*What step taken by the *public authority* do you believe fails to comply with *environmental law*?**

Please be as specific as possible. Please include details of the step itself and why it fails to comply with *environmental law*. Please also provide details of any harm to the natural environment or to human health that you believe has occurred or could occur as a result. Please note that the OEP will only be able to investigate those complaints that it considers *serious*.

(Please continue on additional sheet if necessary)

**When did the failure to comply with *environmental law* happen?**

Start date

End date

Ongoing

If you do not know the exact dates you can provide an estimate.

You should normally make a complaint by the later of:

- one year from when the breach of *environmental law* last occurred; or
- three months from when the *public authority's* internal complaints procedure (if it has one) finished.

Please see Section B5 for further guidance.

If you are making a complaint outside these time limits, please explain why.

**Please provide any further information or evidence you believe is relevant to your complaint. (*Optional*).**

*Please continue on additional sheets if necessary*

**Please enclose or attach any further information or evidence you believe is relevant.** You may be able to provide additional evidence if the OEP considers your complaint further once it is operational.

### **Section A3 – About the Public Authority Complaint Process**

The OEP will only be able to consider complaints after a *public authority's* internal complaints procedure has finished. If there is no internal complaints procedure please explain how you've tried to resolve your complaint with the relevant public authority before submitting it to us.

**\*Which *public authority* are you complaining against?** Please see Section B4 for guidance on the meaning of a *public authority*.

**\*Have you complained about this matter to the European Commission, an ombudsman or anyone else apart from the public authority?**

Yes    No

**If yes, please provide details or enclose copies of any relevant correspondence.**

**\*Does the *public authority* have an internal complaints procedure?**

Yes                       No                       Don't Know



**\*Has the *public authority's* internal complaints procedure finished?**

Yes       No       There is no internal complaints procedure

If "yes", please provide any evidence from the *public authority* that its internal complaints procedure has finished. This should include the final decision letter or any reference numbers. You can also supply a paper copy of this evidence by enclosing it with your submission.

Date Complaint Submitted:

Reference (if known):

*Public Authority Address*

*Public Authority Contact Email*

If "no", please explain why in the box below.

**Section B – Guidance** (Please also refer to the Customer Charter and our Frequently Asked Questions on our website)

**Section B1 – Who may complain?**

Any person may make a complaint, whether in a personal capacity or on behalf of an organisation. We will assume that you are complaining as a private individual unless you provide details of your organisation. The only exception is that a *public authority* may not complain to the OEP (see Section B4 for further guidance on the meaning of a *public authority*).

If you need assistance to complete this form, please contact us at enquiries@theoep.org.uk

**Section B2 – Environmental law**

You should use this form to complain about a *public authority's* failure to comply with *environmental law*.

The Environment Act sets out what we mean by *environmental law*. It means any legislative provision (other than devolved provisions – see Section B3) to the extent that it is mainly concerned with environmental protection.

Environmental protection means any of the following:

- a) protecting the natural environment from the effects of human activity
- b) protecting people from the effects of human activity on the natural environment
- c) maintaining, restoring or enhancing the natural environment
- d) monitoring, assessing, considering, advising or reporting on anything under points (a) to (c).

The natural environment means any of the following:

- a) plants, wild animals and other living organisms
- b) their habitats
- c) land (except buildings or other structures), air, water and the natural systems, cycles and processes through which they interact.

The Environment Act specifically excludes certain subjects from the definition of *environmental law*. These are any of the following:

- a) disclosure of or access to information
- b) the armed forces or national security
- c) taxation, spending or the allocation of resources within government.

Examples of environmental law include laws covering:

- air pollution
- water pollution
- contaminated land
- nature conservation
- waste and resource use

- climate change
- environmental assessment and monitoring

We will not consider complaints that don't relate to *environmental law*. We may, though, be able to advise whether you could complain to a different body.

### **Section B3 – What are reserved matters?**

Devolution in the UK means that certain laws which were previously made by the UK Parliament can now be made by the Scottish Parliament, Welsh Parliament or Northern Ireland Assembly for their respective nations. Reserved matters are those topics for which the UK Parliament continues to make laws that affect the devolved nations.

The devolution settlements for Scotland, Wales and Northern Ireland establish which matters are reserved and which devolved. Generally, the environment is a devolved matter but some environmental topics are reserved matters. For example, the Government of Wales Act 2006 reserves to the UK Parliament the right to create laws in Wales concerning water and sewage, nuclear energy and energy conservation.

There is no exhaustive list of reserved matters. We will need to consider whether a particular legal provision is a reserved matter on a case-by-case basis. If you are unsure, please refer the matter to us and we can look into it for you.

### **Section B4 – Public authorities**

The Environment Act sets out what is meant by a *public authority*. This is a person carrying out any function of a public nature save for certain excluded functions. Excluded functions are devolved functions, parliamentary functions and functions of any of the following:

- a) the OEP
- b) a court or tribunal
- c) either House of Parliament
- d) a devolved legislature
- e) the Scottish Ministers, the Welsh Ministers or a Northern Ireland department or Minister.

Examples of *public authorities* include:

- Government Departments (e.g. the Department for the Environment, Food and Rural Affairs, the Department for Transport)
- Government Ministers (e.g. the Secretary of State for the Environment, Food and Rural Affairs)
- Regulators (e.g. the Environment Agency, Natural England)
- Local Authorities
- Private bodies such as water companies – but only in respect of their public powers and duties.

You must first exhaust the internal complaints procedure of the *public authority* before complaining to us.

## **Section B5 – Time limits**

The Environment Act sets out *time limits* for making a complaint. You should normally make a complaint no later than one year after the failure to comply with *environmental law* or else three months after finishing the relevant *public authority's* internal complaints procedure. In practice this means that:

- If the *public authority* has no applicable internal complaints procedure, you must make a complaint within a year of the failure, or last failure, to comply with *environmental law*.
- If the *public authority* does have an internal complaints procedure and this finishes within 9 months of the failure, the *time limit* for making a complaint is still a year.
- If you complain to the *public authority* within a year of a failure, the *time limit* for making a complaint will be 3 months from when the *public authority's* internal complaints procedure finishes.

The OEP will be able to waive these *time limits*, but only in exceptional circumstances.

### **Feedback**

We welcome feedback to help improve how we handle complaints. If you have any comments on this form or on the complaints process, please send them to [enquiries@theoep.org.uk](mailto:enquiries@theoep.org.uk)