

Reference Number: DAERA/26-469

Request Details:

The total number of complaints received by IPRI in the last 5-financial years 2021-2026 and a breakdown of these complaints. A request for any guidance, policy or internal procedure related to recording/reporting of complaints by members of the public.



Department of

**Agriculture, Environment
and Rural Affairs**

An Roinn

**Talmhaíochta, Comhshaoil
agus Gnóthaí Tuaithe**

Depairtment o'

**Fairmin, Environment
an' Kintra Matthers**

www.daera-ni.gov.uk

DAERA

Industrial Pollution & Radiochemical
Inspectorate

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06 August 2026

Dear ██████████

Environmental Information Regulation 2004

I refer to your request for information received by the Department on 15 July 2026 that sought the following information:

For each of the last five financial years (2021/22, 2022/23, 2023/24, 2024/25 and 2025/26), please provide:

- *The total number of complaints received by IPRI.*
- *A breakdown of complaints by:*
 - *Date received;*
 - *Site name and operator (where recorded);*
 - *Council area;*
 - *Type of complaint (for example odour, dust, noise, emissions, permit breach allegations or other environmental concerns);*
 - *Method by which the complaint was received.*

And,

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- *The number of complaints received in relation to each installation regulated by IPRI during the period.*
- *Any guidance, policy or internal procedures currently used by IPRI for recording, categorising, investigating and reporting complaints from members of the public.*

I can advise that the Department has completed its search and can confirm that it holds some of the information you requested.

The information held which can be disclosed is attached at **Annex A, B, C, D, E.**

The Department has decided not to disclose some of the information you requested as it considers Regulation 12 (4) (b) and Regulation 12 (5) (b) to be engaged. In these instances, the Department is legislatively required to consider the public interest in disclosure. An associated Public Interest Test has been conducted and is attached for your information at **Annex F.**

If you require any clarification, believe that any part of your request has been overlooked, misunderstood or misinterpreted, please contact me in the first instance to see if it is a matter that can be resolved.

If you are unhappy with the manner in which your request for information has been handled or the decision to release/withhold information, you have the right to request a formal review by the Department. If you wish to do so, please contact The Review Section either by e-mailing daera.informationmanager@daera-ni.gov.uk or by post at The Department of Agriculture, Environment and Rural Affairs, Data Protection & Information Management Branch, Floor 2, Jubilee House, 111 Ballykelly Road, Ballykelly, Limavady BT49 9HP, within two months from the date of this letter.

If after such an internal review you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF, who will undertake an independent review of the Department's decision.

In your request, you also asked us for the following information:

For each complaint IPRI have received in 21/22, 22/23, 23/24, 24/25, 25/26 years, please provide:

- *Whether an investigation was undertaken;*
- *The outcome of the investigation;*
- *Whether the complaint was substantiated, partially substantiated or unsubstantiated;*
- *Any enforcement, compliance or regulatory action taken as a result.*

On examination of our files, it remains clear that the Department holds a very significant amount of information on this subject.

The estimated cost of processing your request is £1725. An explanation of how this figure was calculated is shown in the table below.

NO of Records	Estimated Cost	Total Estimated Cost
No of records 1389 x 3 minutes per record = 69 hours	69 hours 69 hours @ £25 per hour.	£1725 AMOUNT

Under Regulation 12(4) (b) of the Environmental Information Regulations 2004, the Department can refuse to provide environmental information if the request for information is manifestly unreasonable. If a substantial amount of work is involved in processing the request, the Department can decline to provide a response provided that the public interest is weighed in favour of not responding.

The Department believes the voluminous nature of this request makes it manifestly unreasonable.

The Department in considering public interest has applied a presumption in favour of disclosure under Reg 12(2) of the EIR and the public interest in an accountable and transparent decision-making process.

However, the extensive review of voluminous amount of files would result in the diversion of staff from their normal duties for 69 hours which would have an extreme adverse impact on the Department's ability to provide the statutory public service for which it is obliged.

Under these circumstances the Department has decided that wider public interest is best served by the Department not diverting its resources to facilitate the provision of this information

Notwithstanding the above and in light of this information we want to give you the opportunity to reconsider your request and refine the request to a specific time period. The Department would be content to fully consider any revised request.

If you wish to discuss any of the above, please contact me. Please remember to quote the reference number above in any future communications.

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Yours sincerely,



IPRI

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