

Fallout (dust deposition) or other complaint checklist

Complaint details	
Address of complainant	
Address of suspected source of complaint	
Date of inspection	
Time of inspection	
Type of activity	
Checklist completed by	

ID	Item	Complete (Y/N/NA)	Comments
1	Establish whether the complaint fits a wider pattern from a known problem. If so, advise the complainant of the action in hand to correct the problem.		
2	If it is a new issue, note the pattern of complaints and mark them on a map to establish whether they point to a likely source or sources.		

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3	Visit the complainant and inspect the fallout at the complainant's place.		
4	Features to note in air pollution fallout cases include:		
	<ul style="list-style-type: none">appearance and characteristics (e.g. black oily spots, waxy spots, brown staining on concrete, gritty material, powder, sooty smudges, damage caused to surfaces such as paintwork and car bodywork, any odour associated with the fallout)		
	<ul style="list-style-type: none">size (e.g. large lumps, fine powder, tiny stains)		
	<ul style="list-style-type: none">patterns of deposition (e.g. most intense on vertical surfaces facing a particular direction, only on horizontal surfaces, contained within condensation droplet stains).		

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5	<p>If possible, take a sample of the fallout and store in a prepared sample container.</p> <p>Take multiple photos from different angles to capture the extent, appearance and characteristics of the fallout.</p>		
6	<p>Look for fallout on surfaces at other places in the vicinity (e.g. on parked cars or horizontal surfaces such as paths, fences, windowsills).</p>		
7	<p>If a pattern emerges or there is a suspected factory or business involved, proceed to an inspection of the premises as described for odour investigations.</p>		
8	<p>Consult the authorised officers' training materials (or any guidelines on the exercise of authorised officer powers) for the legal and administrative procedures to be followed in the inspection. Ensure any council procedures and guidelines for inspections are followed.</p>		
9	<p>Identify the representative of the organisation and their authority, preferably the manager or supervisor on duty. Ask them the possible reason for the reported emissions.</p>		

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10	<p data-bbox="280 373 965 496">Inspect the relevant parts of the process and equipment, as advised by the manager or supervisor, as well as any parts you suspect may be the cause of the problem. Things to investigate include:</p> <ul data-bbox="280 549 965 1118" style="list-style-type: none"><li data-bbox="280 549 703 576">• stacks discharging visible emissions<li data-bbox="280 727 965 754">• large, exposed surfaces of loose or unconsolidated materials<li data-bbox="280 906 584 933">• land clearing in progress<li data-bbox="280 1085 801 1112">• dusty roads or yards and poor housekeeping		

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	<ul style="list-style-type: none"> staining or markings around stack tips or on roofs in which stacks are located 		
	<ul style="list-style-type: none"> evidence on the premises of fallout similar to the complaint 		
	<ul style="list-style-type: none"> process problems or abnormal operations 		
	<ul style="list-style-type: none"> new materials or procedures 		
	<ul style="list-style-type: none"> particulate control equipment with monitoring/operating/maintenance records (e.g. scrubbers, fabric filters, inertial separators, watering carts, road sweepers). 		

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11	Advise the organisational representative to take corrective action and note their response. A local council authorised officer should ensure that any specific action required to be carried out by the organisation is in the form of a direction in a clean-up or prevention notice (e.g. issued under the POEO Act). If an officer gives a direction, they must have a statutory basis on which to do so.		
13	Advise that there will be a follow-up interview and discussion with the organisation's management at an arranged time.		
14	Document actions according to council policy and procedure.		

Note: POEO Act = *Protection of the Environment Operations Act 1997*; N = no; NA = not applicable; Y = yes.