

Claire Graham
C.g.1980@outlook.com

If telephoning ask for:
Fiona Laird

19 March 2020

Dear Ms Graham,

REQUEST FOR INFORMATION

Thank you for your request, received by SEPA on 14 February 2020 in which you asked for the following information:

I dutily request as a committee member of Mossmorran Action Group,

A detailed breakdown of all recent complaints made in connection to the flaring at mossmorran.

During the period covering 8th Febuary 2020 through until 14th February 2020.

I would appreciate this information given freely and under the correspondance policy of transparency within the community.

We have applied the exemption under Section 39(2) of the Freedom of Information (Scotland) Act 2002 as we have determined that the information sought in your request is environmental information. We are therefore handling your request under the terms of the Environmental Information (Scotland) Regulations 2004 (EIRs). In this case the public interest in maintaining this exemption and in dealing with the request in line with the requirements of the EIRs outweighs any public interest in disclosing the information under FOISA.

Response

The total number of complaints received between 08 February 2020 and 14 February 2020 (inclusive) was 266. The table below shows the number of complaints in which each of the following concerns was referred to by the complainant.

Under Regulation 9 of the EIRs duty to advise and assist, I can advise that SEPA does not routinely categorise complaints by their specific nature within its database. In addition, reports may not be allocated to a particular site, may be reported anonymously or a complainant may report several issues in a single call.



Chairman
Bob Downes

Chief Executive
Terry A'Hearn

SEPA Stirling Office
Strathallan House, Castle Business Park,
Stirling FK9 4TZ
tel 01786 457700 fax 01786 446885
www.sepa.org.uk • customer enquiries 03000 99 66 99

Concern	No. of complaints
Noise	130
Light	247
Vibration	36
Air Quality	54
Odour	76
Health	131
Other	7

If you are not satisfied with our response, you have 40 working days from the date of this letter to request a formal review from SEPA at:

Access to Information
SEPA
Strathallan House
Castle Business Park
Stirling
FK9 4TZ
Email: foi@sepa.org.uk

If you are still not satisfied, you can appeal to the Scottish Information Commissioner.
www.itspublicknowledge.info/appeal

Your unique reference number is F0191566. Please quote this in any future contact with us about your request.

If you have any queries in the meantime, please contact me.

Yours sincerely



Fiona Laird
Access to Information team

What to expect when making a Request for Information

Each request for information, under The Environmental Information (Scotland) Regulations 2004 or the Freedom of Information (Scotland) Act 2002, is formally logged by the authority. The request falls within a process that has two internal stages carried out by the authority; a right of appeal to the Scottish Information Commissioner followed by an appeal to the Court of Session on a point of law only.

- Stage 1 – Request for information
- Stage 2 – Formal Review
- Stage 3 – Appeal for decision by Scottish Information Commissioner (OSIC)
- Stage 4 – Appeal to the Court of Session on a point of law only.

Each enquiry will have a unique Reference Number which should be quoted when you contact us.

How you will be kept informed

You will receive an acknowledgement for your request and Formal Review. We aim to reply to all enquiries promptly, within 20 working days. You will receive a response along with the requested information and/or an explanation regarding any withheld information. We may also contact you if we require clarification or if we are issuing a fees notice.

What happens once your enquiry has been responded to?

If you are not happy with the response or have failed to receive a response, you have the right to request a Formal Review from SEPA.

Guidance on your rights and how to ask for a review is on the Scottish Information Commissioner's website; <http://itspublicknowledge.info/YourRights/Askingforareview.aspx>

We will ensure that all personal data is processed, recorded and retained in accordance with the requirements of the Data Protection Act 2018 throughout the handling of each request. You have a right to see information about yourself via submitting a Subject Access Request under the Data Protection Act 2018.

What to do if you are not happy with how your enquiry and review were handled

If you are unsatisfied with our Formal Review response or have failed to receive a response, you can then appeal to the Scottish Information Commissioner via the links below.

www.itspublicknowledge.info/appeal

<http://www.itspublicknowledge.info/home/ContactUs/ContactUs.aspx>

Should you wish to appeal against the Scottish Information Commissioner's decision, you have the right to appeal to the Court of Session on a point of law only. Any such appeal must be made within 42 days after the date of intimation of the decision.