

Complaint number / enquiry	Mode of complaint /enquiry received	Date and time of complaint / enquiry	Nature of complaint / enquiry	Outcomes of investigation	Response	Resolved in accordance with complaints procedure (Y/N)
EFS-092	Hotline	22/03/16, 1-2pm	Odour	Based on the investigation it is likely the odour originated from Elf Farm Supplies	Investigation posted to complainant on 29 March 2016	Y
EFS-093	Email	28/03/16, 6.57pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation emailed to complainant on 29 March 2016	Y
EFS-094	Direct call to consultant	29/03/16, 3.10pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Response to investigation sent on 4 April 2016	Y
EFS-095	Email	31/03/16, 2.55pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation emailed to complainant on 4 April 2016	Y
EFS-096	Email	07/04/16, 12pm to 4.50pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation email to complainant on 14 April 2016	Y
EFS-097	Email	11/04/16, 4.00pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation emailed to complainant on 14 April 2016	Y
EFS-098	Email	12/04/16, 1.40pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation emailed to complainant on 19 April 2016	Y
EFS-099	Email	19/04/16, 5.32pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation emailed to complainant on 26 April 2016	Y
#REF!	Hotline	26/07/16, 12.49pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 29 July 2016	Y
#REF!	Hotline	26/07/16, 1.08pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 29 July 2016	Y
#REF!	Hotline	28/07/16, 8.30am	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 3 August 2016	Y
#REF!	Hotline	29/07/16, 4.30pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 3 August 2016	Y
EFS-104	Hotline	02/08/16, 9.30am	Non-operational concern	N/A	Enquiry response posted to complainant on 3 August 2016	Y
EFS-105	Hotline	06/08/16, 5.24pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 10 August 2016	Y
EFS-106	Hotline	08/08/16, 9.06am	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 10 August 2016	Y
EFS-107	Hotline	11/08/16, 6.08pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 16 August 2016	Y
EFS-108	Hotline	12/08/16, 9.30am	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 16 August 2016	Y
EFS-109	Hotline	12/08/16, 2.16pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 16 August 2016	Y
EFS-110	Hotline	15/08/16, 4.07pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 22 August 2016	Y
EFS-111	Hotline	16/08/16, 10.33am	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 22 August 2016	Y
EFS-112	Hotline	20/08/16, 1.00pm	Process enquiry	N/A	Enquiry response posted to complainant on 29 August 2016	Y
EFS-113	Hotline	27/08/16, 2.30pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 5 September 2016	Y
EFS-114	Hotline	14/09/16, 12.32pm	Odour	No investigation required	N/A	Y
EFS-115	Hotline	24/09/16, 9.50am	Other enquiry	N/A	Superceded by same complaint EFS-117 - investigation posted on 11 October 2016	Y
EFS-116	Hotline	24/09/16, 4.02pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 28 September 2016	Y
EFS-117	Hotline	24/09/16, 4.57pm	Other enquiry	N/A	Investigation posted to complainant on 11 October 2016 (delay because a response was not initially requested)	Y
EFS-118	Hotline	26/09/16, 12.00pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 28 September 2016	Y

EFS-119	Email	27/09/16, 01.36pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation emailed to complainant on 5 October 2016	Y
EFS-120	Hotline	28/09/16, 6.12pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 5 October 2016	Y
EFS-121	Hotline	29/09/16, 9.29am	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 5 October 2016	Y
EFS-122	Hotline	7/10/16, 12.49pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 14 October 2016	Y
EFS-123	Hotline	8/10/16, 9.00am	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 14 October 2016	Y
EFS-124	Hotline	9/10/16, 5.49pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 14 October 2016	Y
EFS-125	Hotline	29/10/16 07.30pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 4 November 2016	Y
EFS-126	Hotline	29/10/16 09.08pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 4 November 2016	Y
EFS-127	Hotline	1/11/16, 8.30am	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 4 November 2016	Y
EFS-128	Hotline	4/11/16, 2.00pm	Smoke pollution and other enquiry	Based on the investigation it is likely that the smoke pollution originated from Elf Farm Supplies	Investigation and enquiry response posted to complainant on 11 November 2016	Y
EFS-129	Hotline	31/10/16, 12.30pm	Other enquiry	N/A	Enquiry response sent to complainant on 7 November 2016	Y
EFS-130	Hotline	5/11/16, 1.15pm	Smoke pollution and other enquiry	Based on the investigation it is likely that the smoke pollution originated from Elf Farm Supplies	Investigation and enquiry response posted to complainant on 11 November 2016	Y
EFS-140	Face-to-face	18/11/16, (between 11am and 2pm)	Noise	Based on the investigation it is possible that the noise originated from Elf Farm Supplies	Investigation carried out and delivered to complainant on 24 November 2016. Noise attenuation measures implemented	Y
EFS-141	Hotline	6/12/16, 1.57pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 13 December 2016	Y
EFS-142	Hotline	6/12/16, 2.45pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 13 December 2016	Y
EFS-145	Hotline	19/12/16, 6.15pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 28 December 2016	Y
EFS-146	Hotline	19/01/2017, 4.40pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 25 January 2017	Y
EFS-147	Hotline	27/01/2017, 7.31pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 03 February 2017	Y
EFS-148	Hotline	31/01/2017, 6pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 08 February 2017	Y
EFS-149	Hotline	01/02/2017, 1pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 08 February 2017	Y
EFS-150	Hotline	01/02/2017, 4.40pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	No response required	Y
EFS-151	Hotline	01/02/2017, 4:55pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 08 February 2017	Y
EFS-153	Hotline	24/02/2017, 4:29pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 03 March 2017	Y
EFS-155	Hotline	07/02/2017, 11:53am	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 14 March 2017	Y
EFS-156	Hotline	14/03/17, 12.50pm	Other enquiry	N/A	Enquiry response sent to complainant on 21 March 2017	Y
EFS-157	Website	14/03/17, 7.05am	Odour	Insufficient details to investigate	Insufficient details to investigate	N/A
EFS-160	Hotline	27/04/2017	Odour		Investigation posted to complainant on 4 May	Y
EFS-161	Hotline	03/05/17, 9.00am to 12.00pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 11 May 2017	Y
EFS-162	Hotline	03/05/17, 9.00am to 12.00pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 11 May 2017	Y
EFS-163	Hotline	03/05/17, 9.00am to 3.00pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 11 May 2017	Y

EFS-164	Hotline	04/05/17, 9.18am	Other enquiry	N/A	Investigation posted to complainant on 11 May 2017	Y
EFS-169	Hotline	07/05/17, 11.33am	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 12 May 2017	Y
EFS-170	Hotline	08/05/17, 1.30pm	Odour	Based on the investigation it is unlikely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 12 May 2017	Y
EFS-171	Hotline	09/05/17, 3.52pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 16 May 2017	Y
EFS-172	Hotline	11/05/2017, all day, lodged 12/05/2017, 9.00am	Noise	Based on the investigation it is likely that the noise originated from Elf Farm Supplies	Investigation given to complainant on the phone on 16 May 2017	Y
EFS-173	Office Telephone	04/05/2017, 9.18am, lodged 12/05/2017, 9.20am	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant 18 May 2017	Y
EFS-175	Hotline	29/05/2017, 4.20pm	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 5 May 2017	Y
EFS-178	Website	17/06/2017, 12.30pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Contact details not given by complainant	Y
EFS-179	Hotline	15/07/2017, 11.11am - lodged 17/07/2017, 10.06am	Odour	Based on the investigation it is likely that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 24 July 2017	Y
EFS-180	Hotline	21/07/2017, 6.30pm to 7.00pm - lodged 25/07/2017, 9.40am	Noise	Based on the investigation it is likely that the noise originated from Elf Farm Supplies	Investigation posted to complainant on 1 August 2017	Y
EFS-181	Hotline	21/07/2017, 6.30pm to 7.00pm - lodged 25/07/2017, 9.40am	Light	Based on the investigation it is likely that the light originated from Elf Farm Supplies	Investigation posted to complainant on 1 August 2017	Y
EFS-182	Hotline	21/07/2017, 6.30pm to 7.00pm - lodged 25/07/2017, 9.40am	Enquiry	N/A	Investigation posted to complainant on 1 August 2017	Y
EFS-183	Hotline	7.00pm, 28/08/2017, lodged 29/08/2017, 11.00am	Noise	Based on the investigation it is likely that the noise originated from Elf Farm Supplies	Investigation posted to complainant on 5 September 2017	Y
EFS-184	Hotline	7.00pm, 28/08/2017, lodged 29/08/2017, 11.00am	Light	Based on the investigation it is likely that the light originated from Elf Farm Supplies	Investigation posted to complainant on 5 September 2017	Y
EFS-185	Hotline	N/A	Enquiry	N/A	Investigation posted to complainant on 5 September 2017	Y
EFS-186	Hotline	29/08/2017, 4.00pm to 4.25pm	Odour	Based on the investigation it is possible that the odour originated from Elf Farm Supplies	Investigation posted to complainant on 5 September 2017	Y
EFS-187	Office Telephone	27/09/2017, 4.00pm	Enquiry	N/A	Investigation posted to complainant on 28 September 2017	Y
EFS-188	Office Telephone	26/09/2017, 10.20pm - 10.40pm	Light	Based on the investigation it is possible that the light originated from Elf Farm	Investigation posted to complainant on 28 September 2017	Y
EFS-189	Office Telephone	26/09/2017, (all night)	Noise	Based on the investigation it is possible that the noise originated from Elf Farm Supplies	Investigation posted to complainant on 28 September 2017	Y
EFS-190	Office Telephone	31/10/2017	Enquiry	N/A	Investigation posted to complainant on 7 November 2017	Y
EFS-208	Hotline	18/08/2018	Enquiry	N/A	No response required	Y