

Planning Enforcement Frequently Asked Questions

Is there a fee required to submit a complaint?

No, all complaints logged through the Planning Enforcement process do not require payment. The Planning Enforcement Unit handle cases of unauthorised development where development is carried out without planning permission or is not being carried out in compliance with the planning permission which was granted.

Note: A complaint against unauthorised development is different to a submission \ observation against an active planning application which does have timeline and fee requirements.

Can I submit an anonymous complaint?

Anonymous complaints may not be considered.

All complaints are treated confidentially. Under 'Freedom of Information' your details will NOT be given out.

If I complete a complaint form and provide my contact details, will my name be made available under a Freedom of Information request?

All complaints are treated confidentially. Under 'Freedom of Information' your details will NOT be given out.

Do you have an online complaint form?

Currently we do not have an online complaints form. We do have a PDF complaints form that is fillable. Please fully complete the complaints form and email to planningenforcement@Donegalcoco.ie

If the case goes to court, will I as the complainant have to go to court?

No. You will not have to attend court. All complaints are treated confidentially.

Will I receive an acknowledgement letter if I submit a complaint form?

Yes.

You will receive an acknowledgment letter via post or email with the complaint case number included (e.g., UD241000).

Incomplete \ anonymous complaint forms may not be dealt with.

Can I arrange a meeting to make a complaint?

No meetings are arranged or held to discuss a complaint.

If you wish to report an unauthorised development, you must fully complete and sign the complaints form and email it to planningenforcement@donegalcoco.ie

Anonymous complaints may not be considered.

Can I get an update on the status of my complaint case?

If you submitted a valid and signed complaints form, we can keep you updated throughout each stage of the process. To request an update please provide us with the case reference number which would have been provided on the acknowledgement letter (e.g., UD241000).

If there are multiple complaints on the same case, does it get more attention or prioritised?

If a complaint case is logged the case is treated the same way whether one or multiple complainants are listed.

Depending on the case it may be necessary to prioritise certain cases.

Members of the public are entitled to submit a complaint form.

Can I submit additional details with the complaint form?

Yes, you can submit additional information along with the complaint form.

How long does it take to inspect a site after a complaint has been submitted?

The timelines vary and it can take up to six weeks for a site to be inspected.

Planners are assigned to different areas of the county.

Can I get to meet the planner onsite for the inspection?

No. The planner will inspect the site on their own.

Can I get added as an advisor on a complaint case made by other \ family member?

Please send us an email/ letter requesting to be added as an advisor on the complaint case. Please include your full name, address, email address, contact number, confirmation that you wish to be added to the case. Once you are added we will then be allowed to discuss the case with you.

What steps are in the planning enforcement process?

Please see link to an informative PDF document which is a Guide to Planning Enforcement in Ireland <https://www.opr.ie/wp-content/uploads/2022/10/Planning-Leaflet-6-A-Guide-to-Planning-Enforcement-in-Ireland.pdf>

Who handles my complaint if the issue raised span more than one department within Donegal County Council (E.g., Planning & Roads)

If an issue does not fall within the remit of Planning Enforcement, we will inform you if we are forwarding your concerns to another department for their attention and consideration.

If the issue falls within the remit of two or more departments, then each department will liaise with you separately