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Odour complaint report form		
Time and date of complaint 10.15 24.11.17	Name, address and telephone of complainant (or approximate location) Unknown, west of Sensient	
Date of odour	24.11.17	
Time of odour	08.00	
Reported location	Newbridge	
Weather conditions (dry, raining, fog etc)	Dry	
Temperature	1 °C	
Wind strength	1 mph	
Wind direction (blowing from)	ESE	
Complainant's description of odour		
What does it smell like	Burnt mince smell	
Intensity	Unknown	
Duration	Unknown	
Constant or intermittent	Unknown	
Other comments	"Caller said it is like burnt mince smell today, very unpleasant.	
Any other relevant information		
Is the odour likely to be due to Sensient	No.	
What processes were on site at time of complaint	Products in process were either on "process hold" therefore were cold or of low odour potential. Two products on dryers do not smell of burnt mince, both have a pleasant aroma.	
Operating conditions at time of complaint	Odour control systems were checked this morning as part of normal operational checks. Antifoam levels were low on one dryer which had affected ORP levels, however as stated above the product on this dryer was not a meat product and could not have produced the odour complained about.	
Actions taken	Drive around undertaken on receipt of complaint, no odours from Sensient noted. In the locality of Ty Glyn Country house, an unpleasant sulphurous odour was noted, approaching Ciliau Aeron this turned to a burnt type odour almost like burnt toast. Odours were level 1 or 2.	
Form completed by Tim Pink	Date 24.11.17	Signed 