

## Complaint Regarding Music Noise from a Licensed Premises

If you are hearing music noise within your home and it is coming from a local pub/bar/club and it is causing a nuisance please follow the procedure below:

1. Dial Police Scotland on 101 and report the incident and ask for officers to be dispatched to the premises also ask for an incident number and record this for future reference
2. Once police Scotland have been contacted they will send available officers to the premises. At busy periods such as night time and weekends it may take some time for officers to attend
3. Record the details e.g. time when the music started and stopped, type of music (karaoke, band, DJ or what type of music it was)
4. Once you have contacted the police please email the Licensing Standards Officers (LSOs) for Dundee City Council at [licensing.standards@dundeecity.gov.uk](mailto:licensing.standards@dundeecity.gov.uk) with a brief explanation of your complaint, the police reference number and your contact number.
5. LSOs will then follow up on the complaint by contacting you direct.