

For Office Use Only	
Reference	
Date Received	

Use this form to submit a complaint to the Council about a high hedge, under Part 8 of the Anti-social Behaviour Act 2003. It should be completed by the person making the complaint. Before completing this form, please read the guidance notes sent with it and the leaflet High Hedges: complaining to the Council.

Please answer ALL questions using BLOCK CAPITALS. If you need any advice you should telephone or visit the Planning Department where staff will be pleased to help you. Contact details are provided in the guidance notes. You can continue your answers on a separate sheet if there is not enough space on this form.

The Council will rely on the information you provide so please make sure it is clear and accurate.

You must pay a fee when you send this form. The fee is **£400**

Section 1 : The parties involved.

1.1 Complainants contact details. Please fill in the name and address of the person submitting the complaint, even if you use an agent.

Name _____

Daytime Telephone Number _____

Mobile Telephone Number _____

Address

Postcode _____

Email _____

1.2 Address of the property affected by the hedge and name of person living there, if different to 1.1.

Name _____

Daytime Telephone Number _____

Mobile Telephone Number _____

Address

Postcode _____

Email _____

**1.3 Contact details of Agent or other person acting on behalf of the complainant (if any).
All correspondence from the Council will be sent to him/her.**

Name of Company _____

Person to Contact _____

Daytime Telephone Number _____

Mobile Telephone Number _____

Address _____

Postcode _____

Email _____

1.4 Address of the site where the hedge is growing and name of person living there, if known.

Name _____

Address _____

Postcode _____

Telephone Number _____

1.5 Name and Address of the person who owns the property where the hedge is situated, if different to 1.4 above, and if known.

Name _____

Address _____

Postcode _____

Telephone Number _____

Section 2 : Attempts to resolve the complaint. *Please describe what you have done to try to settle this matter. Give dates and say what the result was. Please provide copies of any letters that you mention.*

2.1 Approached neighbour/hedge owner and asked to discuss problem

2.2 Asked neighbour/hedge owner to try mediation.

2.3 Informed neighbour/hedge owner of intention to complain to Council.

If you have not tried all the above steps, the Council may not proceed with your complaint.

2.4 Any other relevant information.

3 Criteria for making a complaint.

About the hedge

3.1 Is the hedge – or the portion that is causing problems – made up of a line of 2 or more trees or shrubs?

Yes

No

3.2 Is it mostly evergreen or semi-evergreen?

Yes

No

3.3 Is it more than 2 metres above ground level?

Yes

No

3.4 Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views?

Yes

No

3.5 Is it growing on land owned by someone else?

Yes

No

Who can complain

3.6 Is the complainant the owner or occupier (eg tenant) of the property affected by the hedge? Please delete whichever does not apply.

Owner

Occupier

3.7 Is the property residential?

Yes

No

If you have answered 'No' to any questions in section 3, the criteria have not been met and so the Council cannot consider your complaint.

4 Grounds of complaint. Please describe the problems actually experienced as a result of the hedge being too tall, and say how serious they are. It will save time and help your case if you stick to the facts and provide all relevant information to back up the points you are making.

Please continue grounds of complaint on a separate sheet, if necessary.

To help the Council understand your situation, please provide a photo of the hedge and a plan or sketch of both the site where the hedge is growing and the property it is affecting, with the hedge clearly marked on it.

5 Previous complaints to the Council.

5.1 Has a formal complaint been made to the Council before about this hedge?

Yes

No

5.2 If you have ticked 'Yes', do you know the date and/or reference number of the Council's decision letter?

Yes

Ref No. _____

5.3 What has changed since the Council last looked at this?

If nothing has altered, the Council may not proceed with your complaint.

6 Supporting documents.

6.1 Have you enclosed the following? Please tick boxes which apply.

- A photo of the hedge
- A location plan of the hedge and surrounding properties
- Copies of correspondence with your neighbour about the hedge
- Copies of any other documents that you mention
(please list these separately)

7 Sending the complaint

7.1 I confirm that I have completed as much of this form as I can and that, to the best of my knowledge, the information provided is accurate.

Tick box

7.2 I enclose the fee of £400

Tick box

Name _____

Date _____

7.3 Please also send a copy of this form to the people identified in Section 1 above. Please tick the box to show you have done this.

Please send your completed application to your Area Office.

Contact details for your Area Office can be found under section 7 of the High Hedges Guidance Notes.