



# Complaint Form High Hedges

FOR OFFICE USE:

Complaint No. ....

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 or their representative.

**BEFORE COMPLETING THIS FORM, PLEASE READ THE GUIDANCE NOTES SENT WITH IT AND THE LEAFLET 'HIGH HEDGES: COMPLAINING TO THE COUNCIL'.**

Please use **BLOCK CAPITALS** and **black ink**.

**YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM.** The current fee is £300.

The council will rely on the information you provide to judge whether it is a complaint, which can be investigated in accordance with the Act, so please make sure it is clear and accurate. No refunds are made after the complaint has been accepted for investigation by the Council, unless there are special circumstances.

## 1. 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.

### 1.1 Asked to discuss problem

### 1.2 Asked the hedge owner to reduce height of hedge

### 1.3 Informed them of intention to complain to council

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

### 1.4 Anything else

## 2. Criteria for making a complaint

### About the hedge

2.1 *Is the hedge-or the portion that is causing problems-made up of a line of 2 or more trees or shrubs?*

Yes  No

2.2 *Is it mostly evergreen or semi-evergreen?*

Yes  No

2.3 *Is it more than 2 metres above ground level?*

Yes  No

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

Yes  No

2.5 *Is it growing on land owned by someone else?*

Yes  No

### Who can complain

2.6 *Is the complainant the owner or occupier (eg tenant) of the property affected by the hedge?*

Yes  No

*Please delete whichever does not apply*

Owner/Occupier

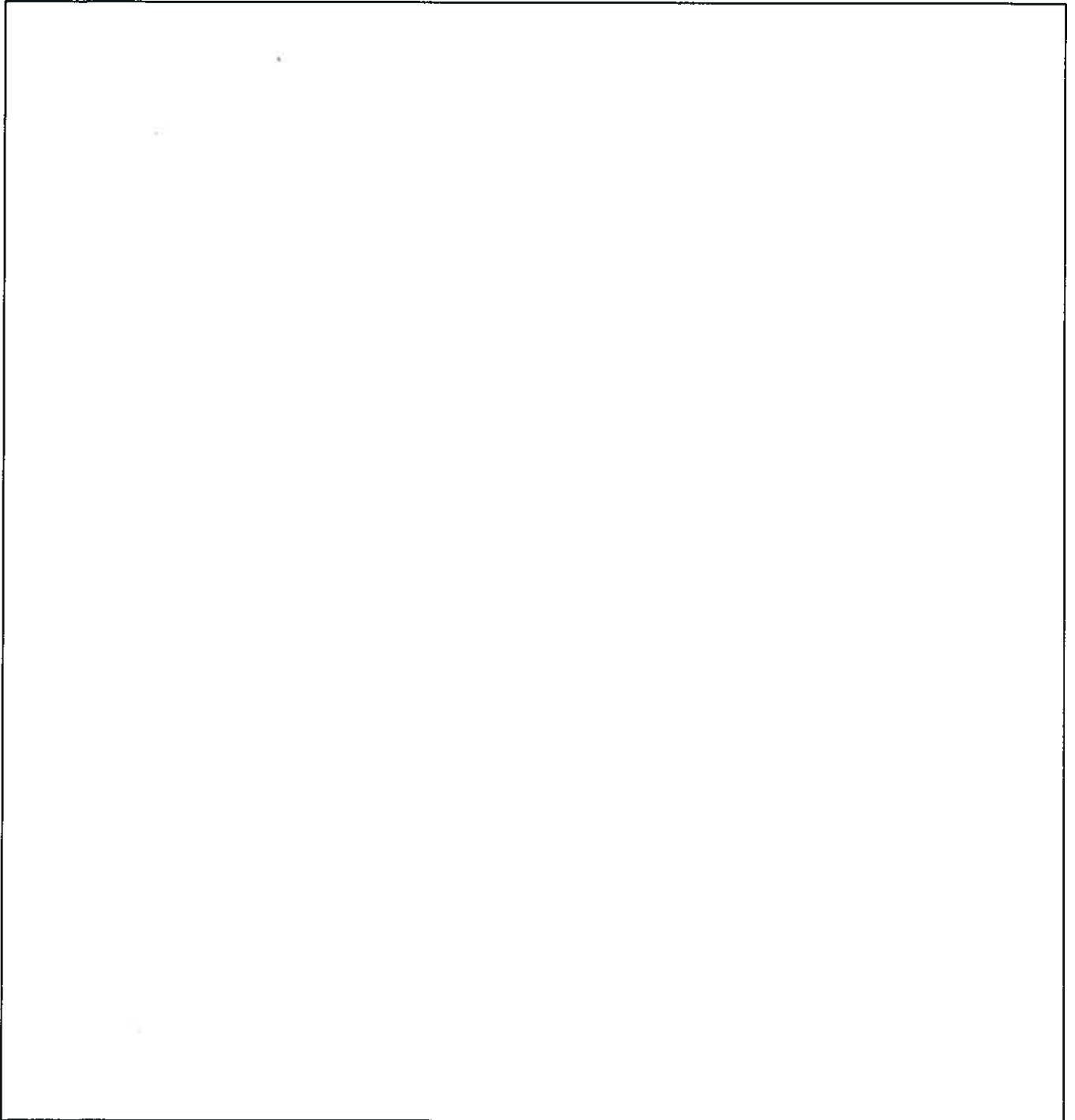
2.7 *Is the property residential?*

Yes  No

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

### **3. 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.



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.

#### 4. Previous complaints to the Council

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

Yes  No

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

Date  Ref No.

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

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

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#### 5. Who's who/The parties

5.1 Complainant's contact details

	Title	Forename	Surname
Name	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Telephone No.	<input type="text"/>		
Mobile Telephone No.	<input type="text"/>		
Fax No.	<input type="text"/>		
Email Address	<input type="text"/>		

Is the complainant content for us to contact them by email, at the address provided?

Yes  No

**5.2 Address of the property affected by the hedge and name of the person living there if different to 5.1.**

	<i>Title</i>	<i>Forename</i>	<i>Surname</i>
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City/Town</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Daytime Telephone No.</b>	<input type="text"/>		
<b>Mobile Telephone No.</b>	<input type="text"/>		
<b>Fax No.</b>	<input type="text"/>		
<b>Email Address</b>	<input type="text"/>		

**5.3 Contact details of Agent or other person acting on behalf of the complainant (if any).**

	<i>Title</i>	<i>Forename</i>	<i>Surname</i>
<b>Name</b>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>	<input type="text"/>		
	<input type="text"/>		
<b>City/Town</b>	<input type="text"/>		
<b>County</b>	<input type="text"/>	<b>Postcode</b>	<input type="text"/>
<b>Daytime Telephone No.</b>	<input type="text"/>		
<b>Mobile Telephone No.</b>	<input type="text"/>		
<b>Fax No.</b>	<input type="text"/>		
<b>Email Address</b>	<input type="text"/>		

**Is the Agent, or other person named above, content for us to contact them by email at the address provided?**

**Yes**  **No**

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

	<i>Title</i>	<i>Forename</i>	<i>Surname</i>
<i>Name</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Address or description of location</i>	<input type="text"/>		
<i>City/Town</i>	<input type="text"/>		
<i>County</i>	<input type="text"/>	<i>Postcode</i>	<input type="text"/>
<i>Daytime Telephone No.</i>	<input type="text"/>		
<i>Mobile Telephone No.</i>	<input type="text"/>		
<i>Fax No.</i>	<input type="text"/>		
<i>Email Address</i>	<input type="text"/>		

**5.5 Name and address of the person who owns the property where the hedge is situated, if different to 5.4 if known.**

	<i>Title</i>	<i>Forename</i>	<i>Surname</i>
<i>Name</i>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<i>Address</i>	<input type="text"/>		
	<input type="text"/>		
<i>City/Town</i>	<input type="text"/>		
<i>County</i>	<input type="text"/>	<i>Postcode</i>	<input type="text"/>
<i>Daytime Telephone No.</i>	<input type="text"/>		
<i>Mobile Telephone No.</i>	<input type="text"/>		
<i>Fax No.</i>	<input type="text"/>		
<i>Email Address</i>	<input type="text"/>		

## 6. Supporting documents

6.1 Have you enclosed the following:

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)

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## 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 £300

Tick box

Name

Date

7.3 RETURN THIS FORM AND ALL ENCLOSURES INCLUDING THE FEE OF £300 TO:

Barnsley Metropolitan Borough Council  
Planning and Transportation Service  
P.O.BOX 604  
Barnsley  
S70 9FE

7.4 Please also send a copy of this form to the people identified in Section 5 of this form

Tick the box to show you have done this

Please note this form is not confidential and will be seen by other parties.  
It may also be used in any appeal or legal action.