# Complaint form: High Hedges

Use this form to submit a complaint to West Oxfordshire District Council about a high hedge, under Park 8 of the Anti-social Behaviour Act 2003. (It should be completed by the person(s) making the complaint or their representative).

Note – Data Protection Act. This form is a public document and the information provided on the form and any information accompanying this form, may become a matter of public record and may be shown to other Council departments and made available to the general public.

Before completing this form, please refer to the High Hedges page on the Council’s web-site.

YOU MUST PAY A FEE WHEN YOU SUBMIT THIS FORM. The current fee is £500.

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

## 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. Approached neighbour / hedge owner to discuss problem

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1.2. Asked neighbour / hedge owner to try mediation

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1.3. Informed neighbour / hedge owner of intention to complain to the Council

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**IF YOU HAVE NOT TRIED ALL THE ABOVE STEPS, THE COUNCIL MIGHT NOT PROCEED WITH YOUR COMPLAINT.**

1.4. Anything else

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## 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 that 2m in height about 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 (e.g. tenant) of the property affected by the hedge?

Yes / No

Please specify which - Owner / Occupier

2.7. Is the complainant’s property residential

Yes / No

**IF YOU HAVE ANSWERED “NO” TO ANY OF THE QUESTIONS IN SECTION 2, THE CRITERIA HAVE NOT BEEN MET AND THE COUNCIL WILL NOT BE ABLE TO 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

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To help the Council understand your situation, please provide photographs of the hedge and plans to indicate the location of the hedge and the property it is affecting. The hedge should be clearly marked on the plans.

## 4. Previous Complaints to the Council

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

Yes / No

If Yes, please provide the date of the complaint and any relevant reference numbers

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What has changed since the Council considered the previous complaint?

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**IF NOTHING HAS ALTERED THE COUNCIL MAY NOT PROCEED WITH YOUR COMPLAINT.**

## 5. Who’s who / The Parties

5.1. Complainant’s contact details

Name

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| --- |
|  |

Address (including postcode)

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Contact telephone numbers

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E-mail address

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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 the name of the person living there, if different to 5.1.

Name

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Address (including postcode)

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Contact telephone numbers

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E-mail address

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

Name

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Address (including postcode)

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Contact telephone numbers

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E-mail address

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Is the agent 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.

Name (if known)

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Address (including postcode)

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Contact telephone numbers

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E-mail address

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

Name (if known)

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Address (including postcode)

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Contact telephone numbers

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E-mail address

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## 6. Supporting Documents

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 documents that you mention (please list) 🗆

## 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.

I enclose a fee of £500.

Signed

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Date

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7.2. POST OR E-MAIL THIS FORM AND ALL ENCLOSURES TO

Planning & Strategic Housing

West Oxfordshire District Council

Woodgreen

New Yatt Road

Witney

OX28 1NB

[planning@westoxon.gov.uk](mailto:planning@westoxon.gov.uk)

7.3. Please also send a copy of this form to the other people identified in section 5 above.

Tick the box to confirm that you have done this. 🗆