



HIGH HEDGE COMPLAINT FORM

PLEASE READ THE GUIDANCE NOTES AND LEAFLET 'HIGH HEDGES: COMPLAINING TO THE COUNCIL' TO HELP YOU

COMPLETE THIS FORM

COMPLETE THE FORM IN BLOCK CAPITALS USING BLACK INK

FOR OFFICE USE ONLY

Complaint Ref:

Use this form to submit a complaint made to the Council under Part 8 of the Anti-social Behaviour Act 2003 about a high hedge. It should be completed by the person affected by the hedge or their representative and returned to:

Buckinghamshire Council
Planning and Major Projects Directorate
Municipal Offices
Queen Victoria Road
High Wycombe
Bucks
HP11 1DW

YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. PLEASE REFER TO THE SCHEDULE OF FEES PROVIDED SEPERATELY.

IF YOU NEED TO CLARIFY THE CORRECT FEE DUE, PLEASE CONTACT THE COUNCIL AT THE ADDRESS PROVIDED.

Cheques should be made payable to "Buckinghamshire Council"

The Council will rely on the information you provide so please make sure it is clear and accurate. Forms which do not meet the standards required or are judged to be frivolous or vexatious will be returned and a handling charge will be deducted.

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

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1.2 Asked the hedge owner to try mediation

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1.3 Informed them of your 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 Any other information

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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. Number

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

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

5. The parties involved

5.1 Your (the complainant's) contact details

Name.....
Address.....
.....
Postcode.....
Daytime Tel. No.....
Email Address.....

5.2 Name and Address of Agent or other person acting on behalf of the Complainant

Name.....
Address.....
.....
Postcode.....
Daytime Tel. No.....
Email Address.....

Are you happy for us to deal with your complaint by email at the address provided? (You will still be able to obtain copies of correspondence from the Council later if you wish to). YES NO

Is the Agent, or other person named above, content for us to deal with the complaint using the email address provided? YES NO

5.3 Location of the property affected by the hedge and the name of the person living there, if different from 5.1.

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5.4 Address of the site where the hedge is growing and the name of person living there (if known)

Name.....
Address.....

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Postcode.....
Daytime Tel. No.....
Email Address.....

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

Name.....
Address.....
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Postcode.....
Daytime Tel. No.....
Email Address.....

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 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.

7.2 I enclose the fee of £
I understand that the Council will retain a handling charge if the complaint is incomplete, is frivolous or vexatious and has to be returned.

Signature..... Date.....

7.3 You must send a copy of this form to the people identified in Section 5 above. Please tick the box to confirm you have done this.

You can also download this complaint form from the Council's website at <http://www.buckinghamshire.gov.uk>

Additional information is available at the website www.odpm.gov.uk

A copy of this form can be made available in alternative formats to assist people who have impaired vision or other disabilities. Please contact the Council's Urban Design Division to discuss how we can help.

For Official use Only.

Cheque received for correct amount YES NO

Cost Code Date Received.....

Complaint Reference

Complaint Category

Complaint Registered YES NO