



## Complaint Form: High Hedges

Please 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.*'**

**A fee is payable for which details are given on the last page of this form.**

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

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### 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 the hedge owner to discuss the problem

#### 1.2 Asked the hedge owner to try mediation

#### 1.3 Informed the hedge owner of intention to complain to Stafford Borough Council

**If you have not tried steps 1.1 to 1.3, the Council might not proceed with your complaint.**

1.4 Any additional information which you consider relevant

**2. Criteria for making a complaint**

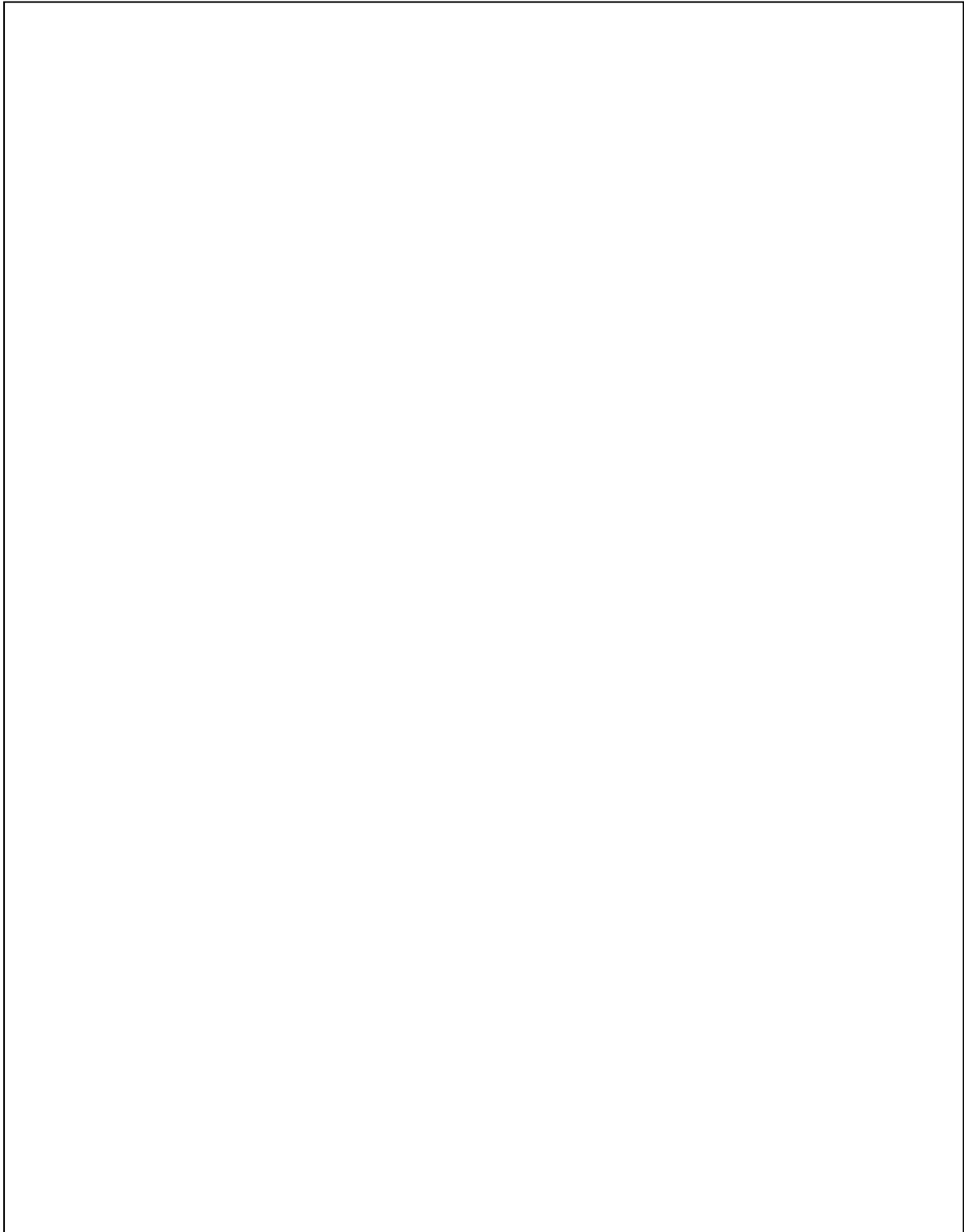
*About the hedge*

- 2.1 Is the hedge – or the portion that is causing the 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 if there are gaps in the foliage or between the trees, is the hedge capable of obstructing light and/or views? Yes  No
- 2.5 Is it growing on land owned by someone else? Yes  No
- 2.6 Are you the owner or occupier of the property affected by the hedge? Yes  No
- 2.7 Is the hedge within residential property? Yes  No

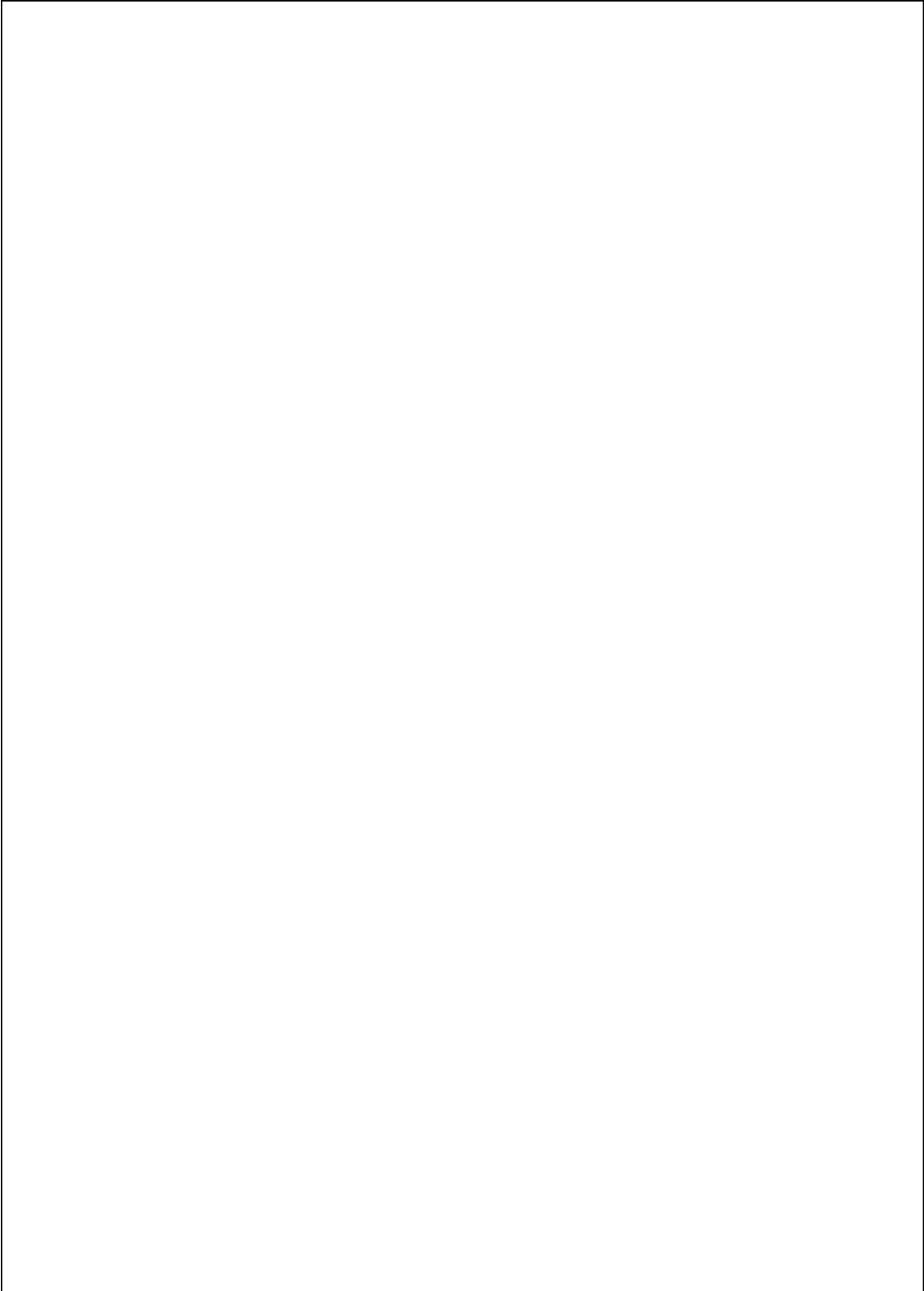
**If you have answered 'No' to any of the questions in this section, the criteria may not have been met and so Stafford Borough Council cannot consider your complaint.**

### **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. You may also wish to tell us the height to which you would like the hedge to be reduced. (Please use additional sheets if required.)

A large, empty rectangular box with a thin black border, intended for the user to write their grounds of complaint. The box occupies most of the lower half of the page.

To help Stafford Borough Council understand your situation, please provide a photograph of the hedge (if one is available) 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.



**4. Previous complaints to Stafford Borough Council**

4.1 Has a formal complaint under the Anti Social Behaviour Act 2003 been made to the Stafford Borough Council before about this hedge?

Yes  No

4.2 If you have ticked 'yes', please give the date and/or reference number of Stafford Borough Council's decision letter (or the appeal decision if there was one).

Date  Reference

4.3 What has changed since Stafford Borough Council (or an Inspector who conducted an appeal against the Council's decision) last looked at this?

**If nothing has changed, Stafford Borough Council may not proceed with your complaint.**

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

5.1 Complainant's details

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

5.3 Contact details of Agent or person acting on behalf of complainant (**if applicable**)

Name: \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Postcode \_\_\_\_\_

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

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

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: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_ Postcode: \_\_\_\_\_

## 6. Supporting documents

- | 6.1 Have you enclosed the following:  | Please Tick              |
|---|--------------------------|
| Copies of any other documents that you mention (please list these separately) | <input type="checkbox"/> |
| A photograph of the hedge (optional)  | <input type="checkbox"/> |
| A location plan of the hedge and surrounding properties                       | <input type="checkbox"/> |
| Copies of correspondence with your neighbour about the hedge                  | <input type="checkbox"/> |

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Stafford Borough Council is required to copy your complaint to the hedge owner/neighbour. Please tick the box if you have already done this. You are not obliged to do this and we will not reject the complaint for this reason

### 6.2 POST OR E-MAIL THIS FORM AND ALL ENCLOSURES TO

Development  
Stafford Borough Council  
Civic Centre  
Riverside  
STAFFORD  
ST16 3AQ

or

E-mail: [trees@staffordbc.gov.uk](mailto:trees@staffordbc.gov.uk)

### General Data Protection Regulation

We will use your information to enable us to fulfil our duties in relation to your enquiry. To that end, where the law allows, your information may be shared with relevant departments within the council, and with other authorities and organisations where required. Stafford Borough Council is the data controller for any personal information you provide. For more information on your data protection rights relating to the service to which your email relates, please visit [www.staffordbc.gov.uk/PrivacyNotice](http://www.staffordbc.gov.uk/PrivacyNotice).

**PERSONAL INFORMATION**

This information will not be sent to the hedge owner or otherwise published.

a) The name of the person you prefer us to contact, e.g. to arrange a visit

\_\_\_\_\_

Telephone: \_\_\_\_\_

Mobile\*: \_\_\_\_\_

Fax\*: \_\_\_\_\_

E-mail\*: \_\_\_\_\_

\* Optional

Do you wish us to use e-mail for all correspondence? (Please tick if you do)

b) If that person is not available do you wish us to contact someone else?

Name: \_\_\_\_\_

Telephone: \_\_\_\_\_

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.

Either

Please tick

7.2 I enclose the fee of £500.00 (Cheques should be made payable to Stafford Borough Council.

**Or**

I am/the complainant is in receipt of Council Tax Benefit and enclose the reduced fee of £250.00

Signed: \_\_\_\_\_ Date \_\_\_\_\_

Name: \_\_\_\_\_

If you are acting as an agent, the name of the person for whom you are acting.

\_\_\_\_\_