

# Complaint Form - High Hedges

## Anti-social Behaviour Act 2003

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. Please use **BLOCK CAPITALS** and black ink. 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 IN THIS FORM.** Copies of this form are available from the address shown in Section 7 or from the Council's website: [www.bradford.gov.uk/trees](http://www.bradford.gov.uk/trees)

FOR OFFICE USE ONLY	
Application No:	
Fee Received:	Cash      Cheque
£:	Other
Receipt No:	

### 1 Criteria for Making a Complaint

#### About the Hedge

- a. Is the hedge, or the portion that is causing problems, made up of a line of two or more trees or shrubs? YES  NO
- b. Is it mostly evergreen / semi-evergreen? YES  NO
- c. Is it more than 2 metres above ground level? YES  NO
- d. Even though there are gaps in the foliage or between the trees, is the hedge still capable of obstructing light or views? YES  NO
- e. Is it growing on land owned by someone else? YES  NO

#### Who Can Complain

- f. Is the complainant the owner or occupier (e.g. tenant) of the property affected by the hedge? YES  NO   
*Please delete whichever does not apply*       OWNER     OCCUPIER
- g. 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.

### 2 Attempts to Resolve the Complaint

It is important to remember that Council involvement is a last resort and the Council may not consider your complaint if you have not made any attempts to negotiate an agreeable outcome, normally within the last four months. 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. *Use a separate sheet if necessary.*

### 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

a. Has a formal complaint been made to the Council before about this hedge? YES  NO

If you have ticked YES do you know the date and/or reference number of the Councils decision letter?

Date:	Ref. number
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b. What has changed since the Council last looked at this complaint? *If nothing has altered, the Council might not proceed with your complaint.*

### 5 Who's Who / The Parties

a. Complainants contact details

Name:	Address:
Postcode:	
Daytime Tel. No:	Mobile Tel. No:
Email address:	

Is the complainant content for us to contact them by email at the address provided? YES  NO

b. Address of the property affected by the hedge and name of the person living there *(if different to 5a.)*

Name:	Address:
	Postcode:
Daytime Tel. No:	Mobile Tel. No:
Email address:	

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

Name:	Address:
	Postcode:
Daytime Tel. No:	Mobile Tel. No:
Email address:	

Is the Agent, or other person named above content for us to contact them by email at the address provided? YES  NO

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

Name:	Address:
	Postcode:
Daytime Tel. No:	Mobile Tel. No:
Email address:	

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

Name:	Address:
	Postcode:
Daytime Tel. No:	Mobile Tel. No:
Email address:	

## 6 Supporting Documents

a. Have you enclosed the following:

Tick box

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

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

b. I enclose the appropriate fee (*please see attached sheet 'Paying the Fee'*).

c. I confirm that I have sent a copy of this form and any other additional sheets to the people identified in Section 5.

Name (BLOCK CAPITALS):

Date:

Signature:

### Return this form and all enclosures to:

Department of Planning, Transportation & Highways  
4th Floor, Britannia House, Bradford BD1 1HX  
Telephone: 01274 434605

You can also download this complaint form from our website at [www.bradford.gov.uk/trees](http://www.bradford.gov.uk/trees)

## What happens next?

### Registering the complaint

Once the Council has received and accepted your form you will be sent an acknowledgement letter to show your complaint is to be considered. You may be asked to provide more information before you receive an acknowledgement letter if your form has not been filled in correctly or if you have not enclosed the right documents.

### How long will it take?

The Government have not issued a given time to resolve complaints. Site visits will need to be undertaken and reports written. You should expect to wait a minimum of four months for the Council to reach a decision with regard to the complaint.