

## High Hedges: complaint form

---

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 £400. Please ring 0300 304 800 if you wish to make a card payment and ask to pay a Planning Fee. If you wish to pay by cheque please make cheques payable to Somerset West and Taunton**

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

---

### 1. Attempts to resolve the complaint

Please describe what you have done 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 try mediation

#### 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

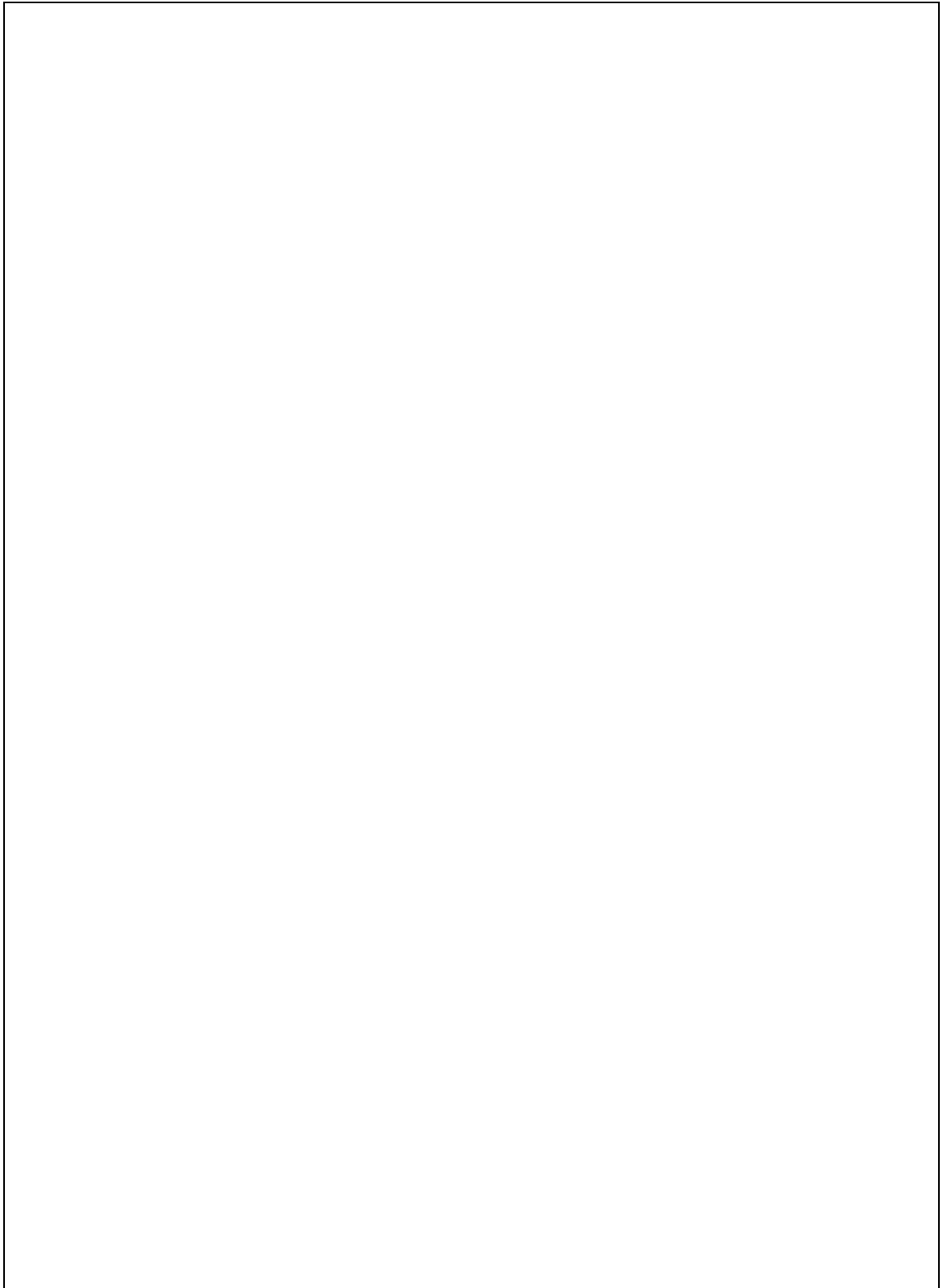
No

**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.**

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 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 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?

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

---

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

5.1 Complainant's contact details

Name	Title <input type="text"/>	Forename <input type="text"/>	Surname <input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Tel No	<input type="text"/>		

Mobile  
Tel No

Fax No

Email  
Address

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

Name	Title	Forename	Surname
	<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 Tel No	<input type="text"/>		
Mobile Tel No	<input type="text"/>		
Fax No	<input type="text"/>		
Email Address	<input type="text"/>		

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

Name	Title	Forename	Surname
	<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  
Tel No

Mobile  
Tel No

Fax 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

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

Name	Title <input type="text"/>	Forename <input type="text"/>	Surname <input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
City/Town	<input type="text"/>		
County	<input type="text"/>	Postcode	<input type="text"/>
Daytime Tel No	<input type="text"/>		
Mobile Tel No	<input type="text"/>		
Fax No	<input type="text"/>		
Email Address	<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 and if known

Name	Title <input type="text"/>	Forename <input type="text"/>	Surname <input type="text"/>
Address	<input type="text"/>		
	<input type="text"/>		
	<input type="text"/>		

City/Town

County

Postcode

Daytime  
Tel No

Mobile  
Tel No

Fax No

Email  
Address

## 6. Supporting documents

6.1 Have you enclosed the following:

A photo of the hedge

Tick box

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

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 £400.

Tick box

Name

Date

7.3 **POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:**

Email – [planning@somersetwestandtaunton.gov.uk](mailto:planning@somersetwestandtaunton.gov.uk)

Post - Somerset West and Taunton (Planning)  
Deane House  
Belvedere Road  
TAUNTON  
TA1 1HE



7.4 Please also send a copy of this form to the people identified in Section 5.4 and 5.5

Tick the box to show you have done this

**You can also download this complaint form from our website at**

<https://www.somersetwestandtaunton.gov.uk/planning/high-hedges/>