



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 marking 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 £600.

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 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 and asked to discuss problem:

1.2 Asked neighbour/hedge owner to try mediation:

1.3 Informed neighbour/hedge owner of intention to complain to Council:

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 and 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.

To help the Council understand your situation, please provide a photo of the hedge and a plan or sketch of about 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?

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

5. Who's who/The Parties

5.1 Complainant's Contact Details

FULL NAME(*title, forename, surname*) _____

ADDRESS: _____

TOWN: _____

COUNTY: _____ **POSTCODE:** _____

DAYTIME TELEPHONE No. _____

MOBILE 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

FULL NAME (*title, forename, surname*) _____

ADDRESS: _____

TOWN: _____

COUNTY: _____ **POSTCODE:** _____

DAYTIME TELEPHONE No. _____

MOBILE No. _____

EMAIL ADDRESS: _____

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

FULL NAME (*title, forename, surname*) _____

ADDRESS: _____

TOWN: _____

COUNTY: _____ POSTCODE: _____

DAYTIME
TELEPHONE No. _____

MOBILE 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

FULL NAME (*title, forename, surname*) _____

ADDRESS: _____

TOWN: _____

COUNTY: _____ POSTCODE: _____

DAYTIME
TELEPHONE No. _____

MOBILE 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 and if known

FULL NAME (title, forename, surname) _____

ADDRESS: _____

TOWN: _____

COUNTY: _____ **POSTCODE:** _____

DAYTIME TELEPHONE No. _____

MOBILE No. _____

EMAIL ADDRESS: _____

6. Supporting documents

6.1 Have you enclosed the following:

Please Tick

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

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 £600

Tick box

NAME _____

DATE _____

7.3 POST OR EMAIL THIS FORM AND ALL ENCLOSURES TO:

Planning Enforcement
Dartford Borough Council
Civic Centre
Home Gardens
Dartford
Kent DA1 1DR

Email: Planning.enforcement@dartford.gov.uk

7.4 Please also send a copy of this form to the people identified in Section 5 above.

Tick the box to show you have done this

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

www.dartford.gov.uk/planning-3/high-hedges-common-boundary-dispute

DATA PROTECTION - We will use the personal information you give us to administer our building control function.

Our **lawful bases** for processing your personal information are:

- our legal obligation(s) under the under the Anti-Social Behaviour Act 2003
- our legal obligation(s) under the High Hedges (Appeals) (England) Regulations 2005
- necessary for the performance of a task in the public interest or in the exercise of official authority vested in us as Data Controller (under the above legislation)

Some of the information that is collected is classified as **special category personal data** and/or personal data consisting of **criminal convictions and offences (including alleged offences)**. This is processed for reasons of substantial public interest under the laws that apply to us (see above) where this helps to meet our broader social obligations such as where it is necessary for us to fulfil our legal obligations and regulatory requirements. We have a Data Protection Policy that sets out how this information will be handled.

Dartford Borough Council, Civic Centre, Home Gardens, Dartford, Kent DA1 1DR is the Data Controller. [Contact the Council's Legal Services Department](#)

Please refer to our Corporate Privacy Notice and the Privacy Notice for Planning Services & Planning Strategy at <https://www.dartford.gov.uk/privacy-notices/service-privacy-notices/1> for further details on how we process your personal information and your rights.