

## Complaint form: high hedges or tree(s)

Use this form to submit a complaint to Douglas Borough Council (Douglas Corporation) about a tree(s) / high hedge, under the Trees and High Hedges Act 2005. It should be completed by the person making the complaint or their representative.

**This form must be legible (block capitals may assist) and please use black ink, to allow for photo-copying, should that be required. Before completing this form, please read the leaflet 'High Hedges: making a complaint'.**

**YOU MUST PAY A FEE WHEN YOU SEND IN THIS FORM. The current fee is £150**

**Please complete this form accurately as the Council will rely on the information you provide to investigate your complaint. Use additional sheets, if necessary.**

### 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

#### 1.2 Asked the hedge / tree(s) owner to try mediation

#### 1.3 Informed them of intention to complain to the Council

If you have not tried all of the above the Council may not proceed with your application.

1.4 Anything else?

**2. Criteria for making a complaint**

About the Hedge / tree(s) *(please tick the relevant box)*

2.1 Is the hedge / tree(s) – or the portion that is causing problems – made up of a line of 2 or more trees or shrubs?

Yes       No

Please note that if you answer 'No' to any of the following questions set out below (2.2 – 2.6), the criteria have not been met and so the Council cannot consider your complaint.

2.2 Is it more than 2 metres above ground level?

Yes       No

2.3 Even though there are gaps in the foliage or between the trees, is the tree / hedge still capable of obstructing light or views?

Yes       No

2.4 Is it growing on land owned by someone else?

Yes       No

Who can complain?

2.5 As the person making the complaint, are you the owner or occupier (e.g. tenant) of the property affected by the tree / hedge?

Yes       No

Please tick whichever applies       Owner       Occupier

2.6 Is the property used as your home?

Yes       No

**3. Grounds of complaint**

Please describe the problems actually experienced as a result of the tree(s) / 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 photograph of the tree(s) / hedge and a plan or sketch of both the site where the tree(s) / hedge is growing and the property it is affecting with the hedge /tree(s) clearly marked on it.

**4. Previous complaints**

4.1 Has a formal complaint been made before to Department of Infrastructure or Council? *(please tick the relevant box)*

Yes

No

4.2 If you have ticked 'Yes', do you know the date and reference number, if any, of the Department / Council's decision letter?

Date

Ref

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

**If nothing has changed the Council may not proceed with your complaint.**

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

5.1 Contact details of the person making the complaint

Title

Forename

Surname

Address

Postcode

Daytime Telephone No.

Mobile Telephone No.

Fax No.

Email Address

Are you content to be contacted by email, at the address provided? *(please tick the relevant box)*

Yes

No

Title

Forename

Surname

Address

Postcode

Daytime Telephone No.

Mobile Telephone No.

Fax No.

Email Address

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

Title

Forename

Surname

Address

Postcode

Daytime Telephone No.

Mobile Telephone 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? *(please tick the relevant box)*

Yes

No



6. Supporting documents

6.1 Have you enclosed the following:

Tick box

A photograph/image of the tree(s) / hedge

A location plan of the tree(s) / hedge and surrounding properties

Copies of relevant correspondence with your neighbour

Copies of any other documents that you mention (please list these separately)

7. Sending the complaint

Tick box

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 a fee of £150.00

Name

Date

7.3 POST OR DELIVER THIS FORM AND ALL ENCLOSURES TO:

Town Clerk and Chief Executive  
Borough Warden Manager  
FAO Neil W. Cringle  
Coonceil Valley Corpagh Doolish  
Chesterfield House,  
7-13 Victoria Street  
Douglas. ISLE OF MAN  
IM1 2LR

E-mail: [ncringle@douglas.gov.im](mailto:ncringle@douglas.gov.im)  
Website: [www.douglas.gov.im](http://www.douglas.gov.im)  
Telephone: (01624) 696326

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