



The Process of High Hedge Complaints

Once a complaint is registered a questionnaire is sent to the hedge owner. The tree Officer will then make a site visit and inspect the hedge for both the owner and complainant, record measurements and take photographs. He may ask questions but is able to mediate or listen to arguments. Once the evidence has been accessed a detailed report will be produced.

The report details the evidence and calculations made to make a decision on the appropriate hedge height. The report will either say that the hedge height is not a problem and no action is required or that the hedge will require work to reduce its height.

If the hedge requires reduction then a Hedge Remedial Notice, which is a legal document will be served on the hedge owner giving them a set time scale in which the works must be completed. If the owner fails to comply with the remedial notice then a fine by the magistrates court may apply.

Either party may appeal against the decision by writing to the Planning Inspectorate ([LINK](#)) within 28 days of issue if they feel the work is too much or too little. The inspectors decision is final and may or may not alter after the decision of the council,

The hedge remedial notice is recorded as a local land charge at the land registry. If the property is sold then the new owner must comply with the notice.

To find your nearest community mediation service you may wish to contact the National Mediation Helpline at 0845 6030 809 or www.nationalmediationhelpline.com .