



## **Appeals under section 78 of the Town and Country Planning Act 1990**

### ***A Guide for Appellants (Tree Preservation Orders- consents for works)***

*This guidance sets out the procedures for appeals made to the Secretary of State under section 78 of the Town and Country Planning Act 1990 against decisions issued by councils in respect of applications for consent to cut down or carry out work on a tree protected by a tree preservation order.*

*This guidance relates only to appeals in England.*

*Only the courts can give an authoritative interpretation on any point of law, so this guidance has no legal force.*

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## 1. Introduction

Section 70 of the Town and Country Planning Act 1990 (the Act) as amended by the Town and Country Planning (Trees) Regulations – SI 1999 No 1892 as amended by the Town and Country Planning (Trees) Regulations – SI 2008 No 2260 gives local authorities (this may be a district council or a unitary authority but we will call them "councils") powers to deal with applications for consent to carry out works on or remove trees protected by preservation orders, to make decisions and issue consents with or without conditions. Section 78 gives people who are unhappy with a council's decision a right of appeal to the Secretary of State.

The Secretary of State has delegated his appeal functions to the Planning Inspectorate (known as "PINS" - see *section 19: The Planning Inspectorate - who we are and what we do*).

This guidance is issued by PINS and explains how and when an appeal must be made, and how we will deal with it. The Act and regulations are available at larger public libraries. You can also find them on the Internet at: <http://www.opsi.gov.uk/acts.htm>

The Department for Communities and Local Government (CLG) has also issued a series of leaflets about tree preservation orders (TPOs). The most comprehensive guidance, *Tree Preservation Orders: A Guide to the Law and Good Practice* is available at larger public libraries and from Communities and Local Government Publications (telephone 08701 226236 or email [communities@twoten.com](mailto:communities@twoten.com)) at a cost of £8.

You may also access the guidance and leaflets via the internet on the DCLG web site at:

<http://www.communities.gov.uk/planningandbuilding/planning/treeshighhedges/trees/>

## 2. Do I have the right to make an appeal?

An appeal to the Secretary of State must be triggered by a decision issued by a council in response to an application for consent to cut down or carry out work on a protected tree, or by that council's failure to issue a decision within 8 weeks of the date on which the application was received.

You, or an agent acting on your behalf, can appeal if you were the person who made the application for the works on the tree.

### Grounds of appeal

**An appeal against a Council's decision may be brought against any of the following:**

- the council's refusal of consent;
- any condition attached to the council's consent;
- any article 5 certificate issued by the council on refusing consent or granting consent subject to specified conditions;
- any replanting direction issued by the council on granting consent to fell any part of a woodland;
- the council's refusal/failure to notify the applicant of their decision within 8 weeks from the date they received the application, (in these circumstances the application is deemed to have been refused.
- The council's failure to agree a matter that required their agreement under the terms of a condition of consent. An appeal can only be made on this ground where the TPO was made on or after the 2<sup>nd</sup> August 1999.

### You cannot appeal

- if you wish to object to a TPO.
- if you are objecting to the Forestry Commission's refusal of a felling licence application (even where the tree in question is covered by a TPO).

### 3. How and when do I appeal?

Your appeal should be made on the relevant TPO (consents) appeal form obtained from PINS. You can find the form on the Planning Portal web site at:

<http://www.planningportal.gov.uk/planning/appeals/otherappealscasework/treepreservation>

You may also obtain a form by telephoning or writing to us (*see section 19 of this guidance*). If you visit the Planning Portal web site, you will be able to complete the appeal form and return it to us electronically by e-mail to: [environment.appeals@pins.gsi.gov.uk](mailto:environment.appeals@pins.gsi.gov.uk) (you will need Adobe Professional software) or you can complete it, print it out and post it.

Where possible we would prefer appeals to be made electronically, but do not worry if you cannot do that. Whether an appeal is sent electronically or on paper will not influence its chances of success.

When submitting an appeal electronically you do not need to complete it with an electronic signature. If you submit the form electronically but post supporting documents, please include your name and address on the papers so that we can link the form with your other documents. If you submit an appeal electronically please do not send an additional paper copy.

When completing the appeal form you must explain **fully** why you disagree with the council's decision, where one has been issued. To do this, you need to go through their reasons for the decision, and explain why you disagree.

If appealing against a refusal of consent to fell a tree or against a condition or direction requiring replacement planting you should indicate the species and size of any tree/s you would be prepared to plant if the appeal were to be allowed.

You do not need to submit the documents already held by the council because they will be forwarded to us at a later stage (*see section 7 of this guidance*). However, if you want to make a point that would be best illustrated by a plan or photograph, you should send a copy with the appeal form.

The completed appeal form and any supporting documents must be received by PINS

- within 28 days of the date of the council's decision, or any later date set out in it;
- within 28 days from the date upon which the council's 8 week determination period expires if they have failed to issue a decision.

When submitting your appeal to us please attach a copy of the council's decision, where they have issued one. You should keep an additional copy of your appeal form and supporting documents for your own reference. You **must** send a copy of the completed form and any attachments to the council.

You need to specify clearly the works for which consent is sought. If your application/appeal does not specify the proposed works clearly enough it will be deemed invalid and we will turn it away. An application to "cut back" or "lop" some branches will be considered to be too vague and would be turned away because it doesn't indicate the extent of the works.

If we consider that any of your representations contain racist or abusive comments, we will send them back to you and our Inspector will not see them. This is because representations can only be taken into consideration if they are made known to both parties; the Inspectorate cannot copy any material that might be construed as libelous. If you take out the racist or abusive comments, you can send your comments back to us. **But we must receive them before the time limit ends.** If a revised appeal does not reach us within the appeal period it will be deemed out of time and will be turned away.

Although we have discretion to accept late appeals, this is only exercised when an appellant has very exceptional reasons for having been unable to comply with the statutory timetable. Where we are satisfied that there are no exceptional reasons, we will reject any late appeal.

If you do not understand the reasoning set out in the council's decision you should ask them for clarification before deciding whether to lodge an appeal. We also advise you to continue a dialogue with the council, and any other parties involved in the process, after you have made your appeal because you may reach agreement on an alternative solution. Issues resolved in this manner may ultimately lead to the withdrawal of the appeal saving resources for all parties involved.

#### **4. Who is involved?**

The parties to an appeal relating to a decision on an application to carry out works to protected trees are:

- the appellant; and
- the council.

The council will forward to us any written representations made about the application by third parties, and the Inspector will take them into account when making the decision. Third parties may include the owner or occupier of the land where the tree is situated (e.g. where the application has been made by a neighbour), local residents or groups.

If you choose to be heard interested parties may attend the hearing or inquiry and request permission to speak.

#### **5. How much will it cost?**

There is no charge for making an appeal but you will have to pay your own costs. This means that if you employ a professional adviser (e.g. a solicitor or arboriculturalist) to help you make your appeal, you will have to pay for their services. If you choose to be heard at a hearing you must meet your own preparation costs and any loss of income brought about by your attendance at the event. Although there is no charge for submitting appeals, they are expensive to administer and time-consuming for everyone and so should not be made lightly (*see section 16*).

#### **6. How will my appeal be decided?**

You and the council have a right to be heard (i.e. appear before an Inspector at either a hearing or inquiry). When deciding which procedure to choose you should bear in mind that the fast-track process is considerably quicker and cheaper than the hearing or inquiry procedures. Although you have a right to be heard, we will decide which procedure (hearing or inquiry) is adopted, although when reaching a decision we will take your views, and any views expressed by the council, into account. Hearings and inquiries are not governed by statutory rules of procedure but our policy is to follow the spirit of the Town and Country Planning (Hearings Procedure) (England) Rules 2000, and the Town and Country Planning (Inquiries Procedure) (England) Rules 2000.

Whichever procedure is used will have no bearing on the quality of the decision which will be based entirely on the merits of the case. A site visit will be undertaken regardless of the procedure unless, due to very exceptional circumstances, we decide that an inspection is not required.

## **7. What happens when you receive my appeal?**

When we receive your appeal, we will check that you have completed the form correctly, that you have a right of appeal against the decision in question (see *section 2*) and that it has been received within the statutory deadline.

Your appeal should relate to the same **works** as those specified in your application to the Council. Exceptionally we may be able to accept your appeal even if you are seeking a variation to the works originally applied for. We will only be able to do so if the changes do not materially alter the nature of the application and no one who should have been consulted would be prejudiced by our doing so. For instance, you may have originally applied for consent to reduce the canopy of a tree by 40%, whereas on appeal you may seek a lesser reduction of 20%. However, to avoid the possibility of us having to conclude that the changes are for more works or are too extensive to be considered it is recommended that you submit an application to the Council for any additional works rather than seek to amend your original application at appeal stage.

Similar limitations apply in respect of the **reasons** you give for seeking consent, especially under the fast-track procedure where your Council has no opportunity to respond to your grounds of appeal. The Inspector will only consider the matters that were before your Council when the decision on your application was made. This means that if the reason you submitted on your application form was that the tree was causing overshadowing, you should not, on appeal make a claim that tree roots are causing subsidence. If you want to make a different case for the work applied for you should make a fresh application to the Council.

We will also look at the original application to check that it clearly specifies the proposed work. If we decide that the works you have applied for are so vague that we cannot be sure how much work is involved, we may decide that the appeal is invalid and reject it.

## **8. What happens if something is missing?**

If, at any stage of the appeal process, we, or the Inspector, decide further information is required we will write to you and/or the council to request it. The information requested must be submitted within the period we specify and, unless you/the council can provide exceptional reasons for not being able to meet a deadline, we will reject submissions that are received after the specified period.

## **9. Written Representations (Fast Track) Procedure**

The written representation (Fast Track) procedure is one where by an Inspector will make a decision based upon the documents submitted with the appeal and also upon documents submitted as a result of a questionnaire sent to the council. This procedure aims to reduce the length of time for a decision to be made and is one that we would recommend for most cases.

The Council, as soon as is practicable after receiving notification from you of your appeal, will send us the following documents: the application for consent, the decision of the Council, if any, including any condition, certificate or direction made by the Council in relation to the decision. If you do not send your appeal documents to the Council we may decide that your appeal is invalid.

As soon as is reasonably practicable, after receiving an appeal, we will send the council a questionnaire which we shall copy to you. The Council then send us and you a copy of the completed questionnaire and any documents submitted with it.

## **10. The Inspector's site visit**

When we are satisfied that we have all the relevant documentation, we will pass the appeal file to the Inspector who will conduct a site inspection, unless we decide that a site visit is unnecessary, but this will happen very rarely.

### *Unaccompanied site visit (USV)*

During the appeal process we will ask you whether the tree(s) can be inspected at close quarters from public land, a footpath, the roadside or whether it is (they are) on readily accessible private land e.g. in an open-access front garden.. Where the answer to this question is yes an unaccompanied site visit will be arranged.

### *Access required site visit (ARSV)*

If the tree cannot adequately be viewed from public land the Inspector will need to be given access and we will write to ask you either to be there yourself, or to arrange for a relative or friend to be there, simply to facilitate access to the tree (s). No council representative will be present at the visit and for this reason it is particularly important that you or your representative do not attempt to engage the Inspector in conversation about the merits of the appeal, although points of particular interest can be drawn to the Inspector's attention. If the tree is situated on a neighbouring property we will also consult with the owner in order to arrange access to the land in question.

### *Accompanied site visit (ASV)*

Where there is a need for both the appellant and the council to be present at the site visit, an accompanied site visit will be arranged. If a party fails to turn up on the appointed day the Inspector will decide the best course of action, which may mean that the visit is aborted and would have to be rearranged.

### *Third parties*

Third parties who made comments on the original application will not normally be invited to a site visit unless the tree is on their property or there is a need for the Inspector to view the tree from their property.

### *Conduct at the site visit*

Whether you attend the site visit or not will have no bearing on the decision since discussion is not permitted during the inspection and the Inspector will not accept any supplementary oral or written evidence on site. However, while on site, those in attendance will be allowed to point out things that have been referred to in the written statements. Similarly any third party would be allowed to point out any factual matter that they have referred to in writing. The Inspector may also take photographs during the visit.

### *Tree(s) in a wood, park or farmland*

If the tree(s) in question is not situated in a garden but in a wood or park or on farmland we will ensure that all parties who are permitted to attend receive clear instructions about where to meet the Inspector.

### *Requests for further information*

If necessary, the Inspector may request further information after the site inspection has taken place. However, unsolicited representations received after the site inspection will be returned to the sender unless the person submitting them can demonstrate that there were exceptional reasons which prevented their submission in accordance with the regulations or as otherwise specified by the inspectorate.

## 11. Hearing procedure

A hearing is a round table discussion which is led by the Inspector. It is more informal and usually quicker than an inquiry and the Inspector will encourage the parties to focus upon the main issues of disagreement. A hearing will usually be a more appropriate forum to consider tree appeals, unless the case involves cross-examination of a number of witnesses or generates such interest that large numbers of people wish to attend.

When we receive your appeal we will write to the Council, copying the letter to you, asking for preliminary information. As soon as practicable after receipt of all of the necessary information we will write to you and to the council to give notice of the start date for your appeal. The start letter will confirm the contact details of the case officer who will process your appeal, and the procedure to be adopted. The start date is the date the clock starts ticking for the submission of further representations, and our letter will set out the statutory timetable which applies to you and to the council. **It is your responsibility to keep to this timetable - we will not send you reminders.**

When sending the start letter to the council we will enclose a questionnaire which they must complete and return to us copying it to you.

### The 2-week deadline

Within 2 weeks of the start date the council must have provided us with a copy of the completed questionnaire together with all of the documents listed on it which they indicate are being submitted to the Inspector for consideration.

### The 6-week deadline

We must receive your **statement of case**, which sets out your side of the argument, within 6 weeks of the start date **unless** you intend to rely only upon the grounds that you entered onto your appeal form. The statement does not have to be in any particular format and it can be submitted on paper or electronically. If you decide not to send a statement of case within 6 weeks you will still be given the opportunity to comment on the statements and representations submitted by the council and third parties (*see The 8-week deadline below*).

The council may also notify any third parties who commented on your application that you have lodged an appeal and that they may also submit representations to us. All representations that have been received within the specified time will be copied to you and the council once the 6-week deadline has passed. Your statement of case and the council's will be despatched by us to the other party at the same time.

Your statement of case should be concise and should concentrate on the main issues. It should set out the key facts, reasoning and conclusions necessary to make your case in a logical form. Each party will only get the full benefits of the hearing if you, the council and the Inspector have an opportunity to consider the issues beforehand. The hearing can then be an open discussion of the main issues without witnesses having to be examined. If appropriate, expert opinions should also be obtained and backed up with evidence. If you intend to call somebody to speak on your behalf their statement should be included in your statement of case.

The statement of case may be used, in whole or in part, for reference at the hearing and by the Inspector in writing his/her decision. When preparing your statement you should bear in mind that evidence will not necessarily be accepted just because it has not been challenged by another party. Our Inspectors bring their own experience, knowledge and judgment to all evidence presented to them.

If more than one document is referred to in your statement of case and will be submitted as evidence, an index should be provided and each page of the statement numbered.

Photographs should be representative of actual views, rather than distorted by special lenses or digitally manipulated. The Inspector will inspect the site, and may wish to see it from the

viewpoints shown in photographic evidence.

### **The 8-week deadline**

Within 8 weeks of the start date you and the council may comment on each other's statements made before the 6-week deadline and on any comments submitted by third parties. We expect both you and the council to have given us all evidence in the grounds of appeal and statements of case, so the opportunity to comment at 8 weeks must not be used as a means of introducing new material or putting forward arguments that should have been included in your 6-week statement. **We will reject and return representations received at this stage if they raise new issues.**

Unless a shorter period of notice is agreed with you and the council we will give at least 4 weeks notice of the arrangements for a hearing. We *may* require the council to place a notice of a hearing or inquiry in a local newspaper not less than 2 weeks before the hearing or inquiry is due to open.

We have a duty to decide all appeals as efficiently and cost-effectively as possible whilst giving equal opportunities to all parties to produce valid evidence. For this reason you and the council will only be able to refuse one date offered for the hearing. If you refuse the first date, we will choose an alternative. We will do our best to avoid any dates that you tell us are not convenient, but we cannot guarantee that we will be able to find a more convenient day. If you are unable to attend on the date fixed for your hearing, you should consider sending somebody to present your case for you.

We must also notify any third parties so that they may attend if they wish to. At a hearing third parties have no *right* to speak, but may be heard at the discretion of the Inspector.

The Inspector will usually adjourn the hearing to the site and allow further discussion to take place there before closing it. However, where the Inspector considers there would be no benefit from continuing discussion on site, the visit will take place after the hearing has been closed. The Inspector will conduct the inspection in the company of the main parties unless one party drops out or is unhappy about giving another party access to their land, in which case an unaccompanied site visit will take place (*see section 10*).

## **12. Inquiry Procedure:**

The written exchanges are the same as set out above for the hearing procedure (*see section 11*) but additionally there will be an opportunity to submit a **proof of evidence**. Exceptionally there may also be a need for a pre-inquiry meeting (PIM) in order to agree the topics that will be discussed at the inquiry and those which will not be raised. At any PIM you will normally be required to agree a statement of common ground.

The procedure for the Inquiry will be determined by the Inspector who conducts it, however, as a general guide, it will normally take the following form:

- The Inspector will introduce him/herself. He/she will then explain how the inquiry will continue.
- The Inspector will then identify the likely main issues – again referring to the pre-inquiry meeting if there was one, and the position on the receipt of proofs of evidence.
- You (or your representative) and the council may be invited to make a brief opening statement of not more than 15 minutes.
- The council will give evidence first and you will then have the right to make your case in full. Third parties will be heard in the order determined by the Inspector. Regardless of who is speaking, the Inspector may refuse to hear evidence that is irrelevant or repetitious or offensive.

- The council calls their witnesses in turn to give evidence. Witnesses may then be cross-examined by you. You must use this opportunity to ask questions only. If the Inspector considers that you are making a statement rather than asking questions, or if your questions are repetitive, he/she will stop you. The witnesses are then re-examined by the council, but this must be strictly confined to matters raised in cross-examination.
- The Inspector may ask you, the council and witnesses questions to obtain relevant information. If the questions asked by the Inspector raise matters which could harm that party's case additional re-examination will be allowed.
- This process is then repeated for you and your witnesses.
- Only you and the council have the right to cross-examine, although the Inspector may permit other persons to do so if they have stated they wish to speak.
- You will have the right of final reply.
- The Inspector may then make arrangements for a site visit before formally closing the inquiry.

### **13. What happens if I decide to withdraw my appeal?**

You can withdraw your appeal at any time. If you decide to withdraw your appeal you must confirm it in writing to us as soon as possible so that we may write to the other parties and let them know that we will take no further action on the appeal. In these circumstances the original decision issued by the council will again become live and any conditions to which it is subject will take effect from the date the appeal is withdrawn. However, you should be mindful of costs implications if you have asked to be heard and only withdraw your appeal at a late stage (*see section 16*).

### **14. The decision**

The Inspector may proceed to a decision in the absence of any representations if it appears to him/her that there is sufficient information to enable a determination to be made.

In determining the appeal the Inspector may **allow** it, either in total or in part, or **dismiss** it. The Inspector may reverse or vary any part of the council's decision, delete or vary any condition, or cancel any article 5 certificate.

The Inspector's decision in respect of the tree is final and applies not only to the current owners but also to any future owners of the tree(s), as well as anyone who has applied for or intends to implement the decision. Whatever the decision, when it is issued, our involvement in the appeal comes to an end and it is for the council to ensure that any conditions and deadlines that have been attached to the consent, where one is granted, are complied with.

Should your appeal be unsuccessful there is nothing to stop you from making a further application to the Council. However, if you are simply repeating your application you may be asked to provide evidence that the circumstances have changed since you last applied.

### **15. Who will be notified of the decision?**

We will notify you, the council, and, where appropriate, the owner/occupier of the land where the tree is situated of the Inspector's decision as soon as possible. A copy will also be sent, on request, to any third party who submitted representations.



The Quality Assurance Unit will reply to you, or they will ask someone else within PINS to reply if they have specialist knowledge of the issues raised. They will investigate your complaint and you can expect a full reply within 3 weeks. However, PINS cannot reconsider your appeal if the decision has already been issued unless the decision is overturned in the High Court (see *section 19 below*).

## **18. How can I challenge the decision?**

We may correct errors in decisions provided the error is not part of the reasoning that supports the decision. Correction notices will usually apply to errors of a relatively minor nature such as typographical errors. We may issue a correction notice if we receive a request from any party in writing but when doing so will first seek the written permission of the applicant/landowner.

There is no separate right of appeal against a decision issued by an Inspector appointed by the Secretary of State. An appeal decision can be challenged by applying to the High Court for a judicial review, which could lead to the quashing of the decision and reconsideration of the appeal. Such a review is designed to ensure that the powers laid down in the Act and the Regulations have been exercised properly. It follows that judicial review can only be used to challenge the way in which the Inspector has interpreted the law in making the decision or if the relevant statutory requirements have not been complied with such that they were seriously defective. To be successful you would have to show that a serious mistake e.g. failure to take an important factor into account, had been made or that procedural aspects of the appeal were seriously defective. It follows that what is at issue is not the strength of your arguments and/or the merits of the appeal decision.

Permission is needed to bring an application for judicial review and a challenge must be made within 6 weeks of the appeal decision. Permission to bring a challenge will only be granted to someone other than you where they are able to satisfy the court that they have both sufficient interest in the matter and a reasonable case to put forward. Anyone who is considering an application to the court is strongly advised to seek legal advice. Community Legal Service (CLS) can help you to find the right legal advice. You can search their website at: <http://www.clsdirect.org.uk> or telephone them on 0845 345 4 345.

## **19. The Planning Inspectorate - who we are and what we do**

The Planning Inspectorate is an executive agency of the Department for Communities and Local Government. Its primary function is to determine appeals.

Its TPO Appeal Team is based at:

Environment Team  
Room 3/25 Hawk Wing  
Temple Quay House  
2 The Square  
Temple Quay  
Bristol  
BS1 6PN

Telephone: 0117 372 8192

e-mail: [environment.appeals@pins.gsi.gov.uk](mailto:environment.appeals@pins.gsi.gov.uk)

The team is responsible for the administration of TPO cases and for ensuring that appeals are processed in a timely manner. The Trees and Hedges staff will also answer general queries on appeal procedures and on the progress of specific cases.

You will find more detailed information about the Planning Inspectorate on the Inspectorate's web site at <http://www.planningportal.gov.uk/planning/appeals/planninginspectorate> and in the Inspectorate's Annual Report and Accounts which can be found on the website or bought from Government bookshops.

## **20. Data Protection and Privacy in the Planning Inspectorate**

Under the Data Protection Act 1998 PINS has a legal duty to inform you about and protect any information it collects from you. When considering an appeal, we receive a variety of personal information. This information comes from a number of sources including the appeal form and any documentation of support or objection.

**In accordance with current statutory obligations most of the documentation received by us will be made accessible to the public. Nevertheless, PINS recognises the importance of the privacy of individuals. This section sets out what information it collects and how it will be used.**

PINS has put procedures in place to ensure that it complies with the Data Protection Act 1998 when handling your personal information.

In particular PINS will:

- only use your personal information for the purpose of dealing with and considering the relevant appeal;
- only hold your personal information for as long as is reasonably necessary. For decided appeals this is usually 12 months unless a decision is judicially reviewed in which case it is 3 years.

PINS will retain a copy of the Inspector's decision indefinitely. It may be that personal information could form part of the Inspector's decision.

### ***What information does PINS hold?***

When dealing with a TPO appeal PINS could receive personal information about you from a number of parties, including yourself, the council or other parties interested in the appeal. The information PINS receives is varied but may include your name, address and occupation, and information relating to your opinions or intentions in respect of an appeal.

### ***What steps should you take?***

- Only provide personal information if you are happy for it to be placed in the public domain.
- Do not include personal information about another third party (including family members) unless you have told the individual concerned and they are happy for you to send it.
- Tell PINS as soon as possible if any of the personal information you have provided has changed.

### ***The Data Controller***

The data controller (the organisation responsible for dealing with personal information) is Communities and Local Government.

### ***Your rights to see personal information***

If you ask for it, we have to provide you with a readable copy of the personal data that PINS keeps about you within 40 days. There is a statutory charge of £10. Evidence of proof of your identity will be required before information is released. It is both in our interest and yours to hold accurate data. If the data we hold is inaccurate in any way, then without charge and where appropriate, you may have the data:

- erased

- rectified or amended
- completed.

For any enquiry or concern which **only** relates to PINS privacy policy, or to request access to your personal data contact our Data Manager:

Data Manager  
The Planning Inspectorate  
Room 4/15 Hawk Wing  
Temple Quay House  
2, The Square  
Bristol BS1 6PN

Telephone: 0117 372 8922  
E-mail: [enquiries@pins.gsi.gov.uk](mailto:enquiries@pins.gsi.gov.uk)

Related information about our privacy policy is available on the PINS web site at <http://www.planningportal.gov.uk/planning/appeals/online/about/privacystatement>

### ***Complaints about access to personal information***

PINS aims to ensure that it resolves any matters satisfactorily, however if you are not satisfied with its response you may contact:

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Switchboard: 01625 545 745  
Fax: 01625 524 510  
Web site: <http://www.ico.gov.uk>  
E-mail: [casework@ico.gsi.gov.uk](mailto:casework@ico.gsi.gov.uk)