

Planning and Environment Decisions Wales (PEDW)

Factsheet

Introduction

This Factsheet is about complaints relating to the Planning and Environment Decisions Wales. It should be read together with our '[How to Complain](#)' webpage, available on the 'Making A Complaint' tab.

The Planning and Environment Decisions Wales is a part of the Welsh Government. Its main work is the processing of planning and enforcement appeals and holding examinations of local development plans.

It also deals with a wide variety of other planning related work, including:

- Listed building consent appeals;
- Advertisement appeals; and,
- Reporting on planning applications called in by the Welsh Government.

The Planning and Environment Decisions Wales also deals with environmental appeals and rights of way cases.

What we can do

We can look at complaints about:

- Poor administration or procedural shortcomings in the Planning and Environment Decisions Wales' decision making;
- Shortcomings in the way the Planning and Environment Decisions Wales has dealt with your complaints, for example where it has failed to respond or has not dealt with your complaint within a reasonable time.

What we cannot do

We cannot:

- Consider the merits of decisions taken by the Planning and Environment Decisions Wales, including its decisions on planning appeals and enforcement appeal decisions, which can only be challenged through the courts.

Issues to bear in mind

Complaints about individual planning decisions made by local Councils in Wales are not matters for the Planning and Environment Decisions Wales. These complaints should be directed to the Council concerned in the first place and could be a matter for us. For further information, see our Factsheet on Planning Applications. This can be found on our website, given below.

Further information

Further information about the Planning and Environment Decisions Wales, including their complaints procedure, can be found on its website:

www.gov.wales/planning-and-environment-decisions-wales

General advice on all aspects of land use planning in Wales is available from **Planning Aid Wales**. This advice is provided free of charge. Further information can be found on the Planning Aid Wales website: www.planningaidwales.org.uk

You do not need to make your complaint to us using a solicitor or any other advocate; our service is free and impartial and we aim to make the process as easy to follow for complainants as possible.

We cannot order public bodies to do what we recommend but, in practice, they almost always do. Examples of cases that we have looked at can be found on our website, under the 'Publications' tab on the '[Our Findings](#)' page.

Contact us

If you are unsure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203 or ask@ombudsman.wales

Also available in Welsh.

This document is available in Welsh and English. You can write to us in Welsh and we will reply in Welsh. This will not lead to a delay in responding.

ask@ombudsman.wales

0300 790 0203 Our phone line is open 10am-12:30pm and 1:30pm-4pm Monday – Friday