



**Ombwdsmon
Ombudsman**
Cymru • Wales

Planning and Environment Decisions Wales (PEDW)

Introduction

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;
- Reporting on planning applications called in by the Welsh Government.

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 Planning and Environment Decisions Wales' decision making;
- Shortcomings in the way Planning and Environment Decisions Wales has dealt with your complaint, 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 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 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](#).

Further information

Further information about 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

Contact us

If you are not sure whether we would be able to look into your complaint, please [contact us](#) on 0300 790 0203.

Also available in Welsh.

Easy Read

Planning and Environment Decisions Wales

