

How to report a problem on a Public Right of Way (PRoW) to Denbighshire County Council.

A PRoW can be a footpath, bridleway and byway

Refer to the following link for guidance -

Public rights of way | GOV.WALES

To report a problem:

1. Go to denbighshire.gov.uk
2. Type “rights of way in the search box at the top of the page
3. Choose the first option “Public rights of way’ Denbighshire County Council
4. Next page select “Public rights of way or path enquiry “
5. Log in if you have an account. Otherwise select the continue button under the heading “in a hurry?”
6. The next page is headed ‘Service information’. Just bypass this by clicking the green next button.
7. The next page is ‘Customer Details’ - fill in your details. If you are logged in they will be filled in for you. Press next
8. Fill in the details of the location of your enquiry. The best way is to locate it on the map and choose “add location” then click where the problem is on the map. This should add a red pin where you click. The map can be made bigger or smaller by using the +/- button or you can move around using the arrows. If you can’t manage that just give the nearest road and maybe house name. Click next
9. Fill in the next page entitled Service Details 2.
 - a. Click on footpath user. Further options appear. The first option is a drop-down menu. Choose public path enquiry.
 - b. Next option is another drop down menu of potential problems like gate maintenance, obstacles, or intimidation by a person or animal. Choose the one that fits best.
 - c. Type in the box the details of your complaint.
 - d. Attach photos if you have any. If you click on attach file you can choose from your photo library. This section can be a bit temperamental so skip it if you aren’t confident.
 - e. Click next
10. Choose an option of how the council can keep you informed (Email or none). Click next
11. Check the summary of your enquiry. If you need to change anything you can either go back one page at a time by pressing back or press review which will take you back to the first page, then click forward by pressing next.
12. When you are happy press submit. That’s it!