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| Description: Macintosh HD:Users:Wyatt2:Documents:ombudsman flyers:social care pics:CODE OF CONDUCT report.png | **This fact sheet is about:**  **Codes of Conduct** |
|  | It is about elected members of:     * Local Authorities. * Community Councils. |
|  | * Fire and Rescue Authorities. |
|  | * National Park Authorities. |
|  | It is about how members behave. |
|  | **What do you do before you contact the Ombudsman?** |
|  | You can complain directly to  the Ombudsman. |
|  | **What can the Ombudsman do?**  We can do something if: |
| C:\Users\barod\AppData\Local\Microsoft\Windows\INetCacheContent.Word\Checklist_Bad-3.jpg | * you tell us what you think the elected member did wrong. |
|  | * we think they are not following their Code of Conduct. |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * stop someone being a member. * ask or make a member leave. |
|  | * ask or make a member pay money to say sorry. |
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|  | **Things to think about** |
|  | When you make a complaint, you need to show what they have done wrong. |
|  | You need to use the complaints form.  You can find the form on our website.  [www.ombudsman.wales](http://www.ombudsman.wales) |
|  | If you make a complaint, everything will be shared with the member you are complaining about. This includes your name. This information may  become public. |
|  | If the Ombudsman thinks the member has not followed the Code, we can tell the Council or a special Tribunal. |
|  | They will decide how to put things right |
|  | **More information** |
|  | You can read our **Fact Sheet**.  This tells you what we do when we get a complaint about a local authority member’s conduct. |
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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |