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|  | | | **This fact sheet is about:**  **Community and Town Councils** | | | | | |
|  | | | There are 735 Community and Town Councils in Wales. The Councils: | | |
|  | | | * are elected by local people. | | |
|  | | | * deliver services that make their community better. | | |
|  | | | * have rules they must follow.   You can ask the Clerk of the  Council for the rules. | | |
|  | | | **What do you do before you contact the Ombudsman?** | | |
|  | | | Complain to your Community or Town Council. | | |
|  | | | **What can the Ombudsman do?**  We can do something if: | | |
| Place_Council_1024x1024 bad | | | * the Community or Town Council has not followed the rules. | | |
| C:\Users\barod\AppData\Local\Microsoft\Windows\INetCacheContent.Word\Henry-2.jpg | | | * you have suffered because the Community or Town Council did   not follow the rules. | | |
|  | | | * you and other people have suffered because the Community or Town Council did not follow the rules. | | |
|  | | | **What can’t the Ombudsman do?**  We cannot: | | |
|  | | | * change a decision if the Council   has followed the rules. | | |
|  | | | * look at a complaint if there is a way   to appeal about a decision. | | |
|  | | | **Things to think about** | | |
|  | | | If your complaint is about one person on the Council you should read the **Code of Conduct – General Information factsheet** about how to complain. | | |
|  | | | You should first talk to the **Clerk to a council** about your complaint. | | |
|  | | | You do not need a solicitor to help you complain. | | |
|  | | | The Ombudsman can tell the Council or housing association what we think it should do if we think it has done something wrong. | | |
|  | | | **More information** | | |
|  | | | You can get free advice and support  from Citizen Advice:  [www.citizenadvice.org.uk](http://www.citizenadvice.org.uk) | | |
|  | | | There is more about Community Councils  at One Voice Wales:  [www.onevoicewales.org.uk](http://www.onevoicewales.org.uk) | | |

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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. |