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|  | **This fact sheet is about:**  **Housing Benefit and**  **Council Tax Reduction** |
|  | Councils must follow rules about Housing Benefit and Council Tax reduction. |
|  | **What do you do before you contact the Ombudsman?** |
|  | If you think the Council is wrong about a decision you should write to it. |
|  | If you think the Council did not follow the rules you can make a complaint. |
|  | **What can the Ombudsman do?**  The Ombudsman can check**:** |
|  | * if the Council gave you proper advice about decisions and appeals. |
|  | * that the Council took money   from you fairly. |
|  | * if things went wrong when the Council was dealing with your case. |

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|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * help you make a benefit claim. |
|  | * make the Council give you   more benefit. |
|  | * make the Council cut the money   you owe them. |
|  | * get involved if the Council takes you to court for fraud. |
|  | * help if you have already been   allowed to appeal. |
|  | **Things to think about** |
|  | The law says you can appeal Housing Benefit and Council Tax decisions. |
|  | Housing Benefit is being replaced by Universal Credit. |
|  | If you are unhappy about any benefits service, tell your local benefit office. |
|  | If you are still not happy you can complain to:  **Parliamentary and Health Service Ombudsman** on: 0345 015 4033  [www.Ombudsman.org.uk](http://www.Ombudsman.org.uk) |
|  | The Social Security and Child  Support Tribunal:  [www.justice.gov.uk/tribunals/sscs](http://www.justice.gov.uk/tribunals/sscs) |
|  | Valuation Tribunal for Wales:  [www.valuation-tribunals-wales.org.uk/](http://www.valuation-tribunals-wales.org.uk/) | |
|  | **More information** |
|  | **Benefits Advice Services** can help.  Your Council can tell you about these. |
|  | **Citizens Advice Bureau** gives free advice  [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) |
|  | **Cardiff Law Centre** gives support to people in Cardiff: 029 2049 8117 [www.lawcentres.org.uk](http://www.lawcentres.org.uk). |
| Image result for Community Legal Advice | There is a **Community Legal Advice** helpline on: 0845 345 4345 [www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk). |
|  | and more at [www.gov.uk](http://www.gov.uk) |
|  | 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. |