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|  | **This fact sheet is about:**  **Noise Nuisance** |
|  | The Council must look at problems you have with noise coming from a house  or business. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to your Council. |
|  | You can tell the Council or Housing Association if the noise is being made by their tenants. |
|  | The Council needs to follow the rules when it looks at complaints. |
|  | **What can the Ombudsman do?**  We can look to see: |
|  | * how the Council deals with   noise complaints. |
|  | * if it looked at your complaint. |
|  | * if it did something wrong when it looked at your complaint. |
|  | * if it did not do what was needed to put things right. |
|  | * if it did not tell you what it decided. |
|  | * if it only looked at some of the information or the wrong information. |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * look at the noise nuisance itself.   That is the Council’s job. |
|  | * say that the noise is illegal. |
|  | * tell the Council it made a   wrong decision. |
|  | **Things to think about** |
|  | The Ombudsman can tell the Council what we think it should do if we think it has done something wrong. |
|  | **More information** |
|  | The Council may have information about noise complaints on its website. |

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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. |