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|  | **This fact sheet is about: Planning Enforcement** |
|  | There are rules about what you can build.  The Council makes sure you follow them. |
|  | The Council decides what can and cannot be built. |
|  | But if a plan is for building in a National Park, the National Park Authority decides. | |

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|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to your Council |
|  | **What can the Ombudsman do?**  We can: |
|  | * see if the Council followed the rules. |
|  | * look at delays. |
|  | * ask the Council why it decided   what it did. |
|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * make a Council do something. |
|  | * look at a complaint if you were allowed to appeal. |
|  | **Things to think about** |
|  | Lots of things don’t need Planning Permission. | |
|  | Councils do not have to do anything if they think they do not need to. |
|  | Sometimes people build things without the Planning Permission they need. |
|  | Councils should let them ask for back dated Planning Permission. |
|  | Councils should have a policy you can see about Planning. |
|  | The Ombudsman can tell the Council what we think it should do if we think it has done something wrong. |

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|  | **More information** |
|  | **Planning Aid Wales** can help on:  029 2062 5000 or at [www.planningaidwales.org.uk](http://www.planningaidwales.org.uk) |
|  | You can find more information at:  [www.planningportal.gov.uk/wales/public](http://www.planningportal.gov.uk/wales/public) |
|  | **Your Council website** may also be helpful. |

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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.org.uk  www.ombudsman-wales.org.uk |
|  | @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. |