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|  | **This fact sheet is about:**  **Enforcement agents recovering money people owe to Councils.** |
|  | Recovering money means getting it back.  Enforcement agents recover money when a person has not paid their: |
|  | * Council Tax |
|  | * Business Rates |
|  | * Road Traffic Fines |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to your Council |
|  | **What can the Ombudsman do?**  We can do something if: |
|  | * the Council did not tell you what   you owe. |
|  | * the bill the enforcement agent gave you was wrong. |
|  | * the Council did not say that you would be charged fees. |
|  | * the enforcement agent did not follow the rules. |
|  | * the Council does not look at your complaint about an enforcement agent. |
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|  | **What can’t the Ombudsman do?**  We cannot: |
|  | * change how much money you   need to pay. |
|  | * make an enforcement agent take the money bit by bit instead of all in one go. |
|  | * get rid of the bill for the enforcement agent’s work. |
|  | * look at a complaint that has gone   to a county court. |
|  | * look at a court order once it has been sent out. |
|  | **Things to think about** |
|  | You may need to take your complaint to County Court. |
|  | If you do, make sure you take legal advice from a professional. |
|  | The Ombudsman can tell the Council what we think it should do if we think it has done something wrong. |
|  | **More Information** |
|  | You can get free advice from Citizens Advice [www.citizensadvice.org.uk](http://www.citizensadvice.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. |