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|  | **This fact sheet is about:**  **Antisocial Behaviour** |
|  | Antisocial behaviour includes: |
|  | * people making too much noise. |
|  | * being rude. |
|  | * saying they will hurt someone. |
|  | * breaking or damaging someone’s things. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to your Council. |
|  | If your home is owned by a Council or Housing Association, tell it. |
|  | Some behaviour may be a crime.  You should tell the police. |
|  | **What can the Ombudsman do?** |
|  | We can do something if the Council or Housing Association: |
|  | * does not have rules to follow when it is told about antisocial behaviour. |
|  | * does not tell you the rules it will follow. |
|  | * does not look at all the ways it can help stop the antisocial behaviour. |
|  | * does not work with others including the police if needed. |
|  | * does not tell you how to keep safe. |
|  | * does not tell you what they are doing to stop the antisocial behaviour. |
|  | * takes too long to stop the antisocial behaviour. |
|  | **What can’t the Ombudsman do?**  We cannot do anything about: |
|  | * your complaint until you have told the Council or Housing Association. |
|  | * the Council or Housing Association if the antisocial behaviour stopped over 12 months ago. |
|  | **Things to think about** |
|  | You should keep a note of: |
|  | * when the antisocial behaviour started and what is happening. |
|  | * when you told the Council or Housing Association. |
|  | * anything that you told the Council or Housing Association. |
|  | * anything the Council or Housing Association told you. |
|  | The Ombudsman can tell the Council or Housing Association what we think it should do if we think it has done something wrong. |
|  | 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. |