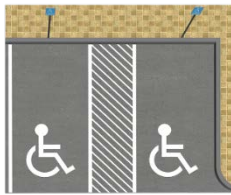




## This fact sheet is about: The Blue Badge Scheme



The Blue Badge scheme is about parking cars.



The scheme helps people who can't walk, or who can only walk a little.



What do you do before you contact the Ombudsman?



Complain to your local Council.



## What can the Ombudsman do?

We can do something if:



- it is taking too long to get your Blue Badge.



- the Council did not follow the rules.



- the Council does not have a way to look again at how it decides if you can have a Blue Badge.



## What can't the Ombudsman do?

We cannot:



- change the rules about who gets a Blue Badge.



- tell the Council to give you a Blue Badge.



- do anything if the Council believes you have not told the truth about your disability.



## 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



You can apply for a Blue Badge from your local Council or on this website:

[www.gov.uk/apply-blue-badge](http://www.gov.uk/apply-blue-badge)



Citizens Advice Bureau gives free advice:

<https://www.citizensadvice.org.uk/wales/benefits/sick-or-disabled-people-and-carers/help-for-disabled-travellers/>

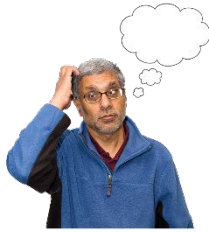


The Welsh Government has information:

<https://gov.wales/sites/default/files/publications/2017-09/who-is-eligible-for-a-blue-badge.pdf>



<https://gov.wales/sites/default/files/publications/2017-09/the-blue-badge-scheme-rights-and-responsibilities-in-wales.pdf>



If you are still not sure if the  
Ombudsman can help, contact us.



## How to contact the Ombudsman



0300 790 0203



[ask@ombudsman.wales](mailto:ask@ombudsman.wales)  
[www.ombudsman.wales](http://www.ombudsman.wales)



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