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|  | **This fact sheet is about: Planning Applications** |
|  | A Planning Application is the way you must ask if you can build something. |
|  | The Council normally deals with  Planning Applications. |
|  | It decides what people can build. |
|  | The Council must follow the rules. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to your Council |
|  | **What can the Ombudsman do?**  We can look at whether: |
|  | The Council did not follow the rules. |
|  | The Council must: |
|  | * tell you that someone wants to build something that might affect you. |
|  | * tell everyone who should   have a say. |
|  | * ask you about plans they changed. |
|  | * say why it said yes to a plan. |
|  | * think about your worries about   the plan. |

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|  | We can look at complaints about your own application like if the Council: |
|  | * gave you bad planning advice. |
| A picture containing person, working, man  Description generated with high confidence | * did not record their advice. |
|  | * did not follow the rules. |

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|  | **What can’t the Ombudsman do?**  We cannot look at a complaint if: |
|  | * the Council followed the rules. |
|  | * there is a right to appeal. |
|  | * the Council have not decided yet. |
|  | * it is about a private argument. |

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|  | **More information** |
| http://www.planningaidwales.org.uk/wp-content/uploads/2014/06/Planning-Aid-Wales.jpg | **Planning Aid Wales** gives information on 029 2062 5000 or at: [www.planningaidwales.org.uk](http://www.planningaidwales.org.uk) |
|  | You can find more information found at: [www.planningportal.gov.uk/wales/public](http://www.planningportal.gov.uk/wales/public) |
|  | The Council’s website may also be helpful. |
|  | **Things to think about** |
|  | The Ombudsman can tell the Council 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. |