

This fact sheet is about complaints about the way the Council has dealt with reports of anti-social behaviour (ASB). It should be read together with the Complaints Procedure.

Councils have a wide range of duties and powers in relation to anti-social behaviour occurring within the community and must work with other organisations such as the police to address such problems. As landlords, Councils and housing associations have specific duties to address anti-social behaviour within the properties they manage. Anti-social behaviour can include excessive noise, harassment, verbal abuse, threats and vandalism.

Any complaint about anti-social behaviour should be reported to the Police on their non-emergency contact number, 101. If the anti-social behaviour relates to a council tenant or if it is a council responsibility, such as litter, graffiti or abandoned vehicles you should contact the Council on 01267 234567.

This Complaints Procedure, however, can look at whether there is something wrong in the way that the council dealt with complaints of anti-social behaviour after the ASB had been reported. This can include failure to:

- have proper procedures in place to guide staff as to how to record, investigate and monitor cases of anti social behaviour
- explain to complainants what their procedures are and how complaints will be recorded and investigated.
- give consideration to all of the options available to bring the behaviour under control or to consider the full range of legal sanctions that could be used.
- work in conjunction with other agencies such as the police to address the problems.
- provide support to the victims of anti social behaviour, as appropriate, keep them informed and advise taking steps to protect their safety if necessary.
- deal with the person causing the problem in a timely manner.

The complaints procedure cannot investigate:

- failings that occurred more than twelve months ago and where the nuisance has ended.

For general enquiries or if you are not sure how to report ASB, please contact Michelle Langshaw (Anti-Social Behaviour Co-ordinator) (01269) 598356.