

HOW DO I MAKE A COMPLAINT OF ASB?

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If you have been threatened with, or have been a victim of a violent incident, please report it to the Police immediately.

If your complaint is less serious, but you would like our help, you can get in touch with us in various ways set out in the section of our website called 'Your home>Report...>Nuisance and ASB.'

How quickly will you respond to my complaint of anti-social behaviour?

This depends on how serious the ASB is. We categorise ASB reports in the following way:

- Priority 1 – Very serious, eg actual and/or threats of violence. You will be contacted within one working day.
- Priority 2 – Serious, eg threatening or intimidating behaviour. You will be contacted within two working days.
- Priority 3 – Minor, eg noise nuisance. You will be contacted within seven working days.

Can I make an anonymous complaint of anti-social behaviour?

We will still investigate anonymous complaints where possible however, we will not be able to provide feedback to the complainant or gain further information and this will limit the amount of action we are able to take.

Will my neighbour know that I have made a complaint?

We understand that making a complaint of anti-social behaviour can be daunting, therefore we will respect the rights of our complainants to confidentiality. When you make a complaint, we will discuss any action we take with you thoroughly so that you feel comfortable with what is proposed.

Whilst we will do everything possible to protect your identity you need to consider that if you are making a complaint about a neighbour regarding an incident that only you would have witnessed, they may know it is you who has made the complaint.

We will fully comply with the requirements with the Data Protection Act 1998 and any other relevant legislation.

You should also be aware that if a case goes to court and you have provided a witness statement, a copy of this will be provided to the perpetrator.

I have been asked to complete diary sheets. Why do I need to do this?

If you have been asked to complete incident diary sheets it is very important that you keep them and return them to us as soon as possible. These enable us to investigate complaints of anti-social behaviour effectively and can act as evidence if we are taking further action.

In the case of noise nuisance, these diaries form part of the evidence-gathering process and will provide details of when the nuisance is occurring and how often.

If we do not receive completed diary sheets, we may not have enough substantial evidence to take action swiftly and it could, therefore, take longer for us to resolve the anti-social behaviour.