

Anti Social Behaviour Unit Service Standards

What you can expect from us:

On receipt of a complaint about anti-social behaviour contact will be made with any identified victims within 3 working days.

Where serious incidents, specifically violence or threats have been reported we will make contact by phone within 24hours.

We will send inappropriate referrals to the correct department or service and where it relates to a Council Tenancy we will pass the information to the Arms Length Management Organisation (ALMO) responsible, within 3 working days.

A named officer will be allocated the case and will make arrangements to visit the victim at their earliest opportunity. An information pack will be provided and the contents explained.

We will refer all victims of anti-social behaviour to the Victim Support Service. A Victim Support Officer will make contact by phone within 2 days.

We will keep in contact with the victim every 20 days unless alternative arrangements are agreed.

We will make any alternative arrangements regarding venues for meetings etc at the convenience of the victim.

At the complainants request an interpreter will be provided or an officer of the same sex will undertake the interview.

What we expect from you

Try to talk to your neighbours or the people causing the problem amicably to see if you can sort it out between you.

If you feel the problem is too serious to talk to your neighbour report it to your landlord in the first instance or the Anti-Social Behaviour reporting number; 0113 398 4701.

Do not resort to verbal or physical aggression.

Give consideration to using mediation to try to resolve disputes.

Keep written records of incidents or events to help in the investigation of your complaint.

Be prepared to make a statement and give evidence if necessary.

If you fear reprisals tell the officer who is dealing with the problem, you do not always have to be identified or give evidence in person.

If you are not happy with our service

Leeds City Council is committed to giving you the best possible service at all times, but sometimes we make mistakes. If this happens, we want you to contact us and let us know.

If you have a complaint, compliment or a comment about the council, you can talk to the member of staff concerned or their manager, or:

- You can phone us on 0845 129 0113 or 0113 398 4762.
- If you are a minicom user you can ring us on 0845 127 1113.
- You can use the online form on the Council website at www.leeds.gov.uk .
- You can email us at complaints@leeds.gov.uk
- You can write to us at:

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