

## How we monitor our work on your complaint

### We will:

- regularly monitor our performance in dealing with your complaint
- listen to your feedback and act upon it to help improve our service
- publish the results of our surveys and performance on our website at [www.salford.gov.uk/asb](http://www.salford.gov.uk/asb)

Salford City Council

## Don't live with it report it 0161 909 6544

This document can be provided in large print, audio, electronic and braille formats. Call us on 0161 909 6544 for an alternative format.

إذا احتجت للمساعدة في فهم هذه النشرة , برجاء الاتصال بفريق المساواة في مجلس سالفورد,  
هاتف رقم 0161 909 6544

এই পত্রিকাটি বোঝার জন্য যদি আপনার সাহায্যের প্রয়োজন হয় তাহলে সেলফোর্টে কাউন্সিলের ইকুয়ালিটি টিমের সঙ্গে যোগাযোগ করুন টেলিফোন নম্বর 0161 909 6544

如果您有關於本宣傳頁的任何問題，請聯繫 Salford 理事會的 Customer Contact Centre 團隊，電話號碼為 0161 909 6544

ਜੇ ਆ ਗੈਰਵੇਟ ਸਮੱਸਿਆ ਸੀ ਤਾਂ ਤੁਸੀਂ ਸਹਾਇਤਾ ਲਈ ਸਲਫੋਰਡ ਕੌਂਸਲ (Salford council) ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ 0161 909 6544 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

ਜੇ ਤੁਹਾਨੂੰ ਇਸ ਲੀਫਲੈਟ ਨੂੰ ਸਮਝਣ ਵਿੱਚ ਸਹਾਇਤਾ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਲਫੋਰਡ ਕੌਂਸਲ (Salford council) ਵਿੱਚ ਇਲੈਕਟ੍ਰਾਨਿਕ ਟੀਮ (Customer Contact Centre) ਨਾਲ ਟੈਲੀਫੋਨ ਨੰਬਰ 0161 909 6544 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

اگر آپ کو اس ایف ایٹ کے سمجھنے میں مدد کی ضرورت ہو تو براہ کرم ایکویٹی ٹیم کو سلفورڈ کونسل سے اس ٹیلی فون نمبر 0161 909 6544 پر رابطہ قائم کر سکتے ہیں۔

Potrzebujesz tłumaczenia tego tekstu? - zadzwoń do naps na  
0161 909 6544

Vous avez besoin de traduction? Téléphonez-nous sur  
0161 909 6544.

[www.salford.gov.uk/asb](http://www.salford.gov.uk/asb)

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## Are you a home owner or tenant of a private property in Salford?

## Does anti-social behaviour affect you?

## If so, help is at hand

Tackling anti-social behaviour IN Salford

## Taking action

Salford City Council recognises that anti-social behaviour can have a significant impact on the lives of residents if left unchallenged. We will work with you to tackle the problem and reduce offending.

**The action we take will depend on the nature of your complaint. Below are some examples of the kinds of things we can do to resolve your issue.**

### We can:

- speak to the people who are causing you problems
- send warning letters and carry out warning interviews
- use Acceptable Behaviour Agreements signed by the perpetrator to say that they will not behave anti-socially in future
- offer independent mediation if you are involved in a dispute with your neighbour
- work in partnership with other agencies, such as youth services or environmental services to help resolve your complaint
- in more serious cases, take legal action including injunctions or Anti-Social Behaviour Orders to control behaviour.

## Our promise

**We want to provide the best possible service when you report a problem to us. These are the service standards you can expect from us.**

### We will:

- acknowledge receipt of your complaint in one working day and interview you regarding the matter within five working days
- set up and agree a formal action plan with you
- interview you within 24 hours if you report a case where violence has been used, if you have been threatened or if this is a hate crime
- talk to you about the problem in private. This could be in your home or at one of the council's offices
- explore all sources of available evidence and liaise with a wide range of partner agencies that may be able to help to resolve the problem
- explore a broad range of options to resolve complaints including the possibility of legal action
- conduct a full investigation into your complaint, not using any information without your consent
- explain to you what will happen in response to your complaint, how it will be dealt with and what action we can take to resolve it.

## We can't do it without you

### Please help us to help you by:

- making a detailed diary of events when asked to do so
- being available to meet or talk with us on a regular basis
- working in partnership with us to resolve your problem.

**Most complaints can normally be resolved without needing to take legal action. If the problem is still ongoing 13 weeks after your initial complaint we will look at legal steps that can be taken.**