

Antisocial Behaviour Team Complainer Information



You have made a complaint to the Antisocial Behaviour Team. The first stage in this complaint will be when the Investigation Officer (IO) contacts you. The IO will arrange to note some details of the complaint either in person, at your home or a location within the community, or over the phone. This may include completing a statement and consent form.

The IO will provide you with any additional information you require at this time, for example, contact telephone numbers for Police Scotland or any other council department.

During the investigation you will be referred to as “the complainer” and the person being complained about will be referred to as “the complaine”. This is the wording which will be used in all correspondence between our department and yourself.



The IO will:

- Not disclose to the complainee where the complaint has come from.
- Contact you every two weeks for an update.
- Contact you when there is any updates to pass on relating to your complaint.
- Require to gather supporting evidence of the complaints. This can be from other neighbours, police, community safety wardens or any other persons who may be able to give them information; **OR**
After discussion with you, arrange to visit your neighbour to discuss the complaint without any supporting evidence.
- Send you a letter when action is taken against the complainee advising what this action is.
- Contact you to discuss closure of the case if the disturbances have stopped or where it is found the IO does not have the tools to resolve the complaint.

Please note, the IO may not be able to pass on some information relating to the case due to General Data Protection Rules (GDPR) which means we cannot share sensitive data about another person. This will also apply to any sensitive information you share with the IO about yourself.

You will be expected to:

- Let the IO know when there are new incidents of antisocial behaviour. The IO will not know about these unless you tell them.
- Report these to the police if appropriate.
- Tell the IO if your contact details change.

If you do not keep in touch with the IO, your complaint may be closed without your consent.

Neighbour Disputes

If the complaint relates to a neighbour dispute between two or more parties the IO will encourage conflict resolution to take place. See Conflict Resolution leaflet. The reason conflict resolution is used in neighbour dispute cases is because our antisocial behaviour warning process often does not resolve these issues.



How long will it take to resolve the antisocial behaviour

It is very difficult for the IO to predict how long a complaint may take to resolve. This depends on the information gathered during the investigation, the frequency and level of the disturbances and the response from the complainee. Other factors which can affect the case are medical issues or mental health issues. If this is the case the IO will not be able to pass this information back to you as this would not be compliant with GDPR.

The IO also has to give the complainee an opportunity to change their behaviour and cannot instruct legal action against the complainee without giving them a warning. The IO will always try to warn the complainee in person at a meeting. If the complainee does not engage with the IO, the IO will send a warning in writing to the complainee's address.

If the IO is having difficulty in gathering evidence there are some tools which may be available to assist with this. If the IO decides that these are necessary, the IO will discuss this with you and explain what these options are.

How can I make a complaint?

You can make a complaint

- Online at **www.dundee.gov.uk/asb**
- Call Antisocial Behaviour Team **01382 307366** or **0800 169 3845**
- By text:
a contact number will be provided once an Officer is allocated to your complaint

- Send a written complaint to:

Antisocial Behaviour Team
West District Housing Office
3 Sinclair Street
Lochee
Dundee
DD2 3DA

