

**ANTI-SOCIAL BEHAVIOUR
CHARNWOOD COMMUNITY SAFETY PARTNERSHIP MINIMUM STANDARDS
CHARNWOOD BOROUGH COUNCIL'S EXPLANATORY NOTES**

Standard 3

Residents currently have the right of complaint to the Community Safety Partnership through their elected members, when agencies have failed to act to curb an ongoing series of anti-social behaviour directed towards an individual or individuals and the matter cannot be resolved through the individual agencies normal complaints procedure or the Community Call for Action.

An additional process is currently being devised, which will detail a swift and effective means of complaint directly to the Community Safety partnership. Details of this process will be made available on Police, Charnwood Neighbourhood Housing and Council Websites and within the reception areas of Charnwood Borough Council, local Police Stations, Parish Councils and local Libraries.

It should be noted that neither of the above processes will prevent residents of Charnwood from making a formal complaint directly to Charnwood Borough Council, via our routine complaints procedure. Charnwood Borough Council's complaints procedure can be viewed via the following link:-

<http://www.charnwood.gov.uk/pages/complaints1>