



I have a problem with my neighbour Or behaviour in my neighbourhood.



Important information:

Where urgent contact the appropriate emergency service in the first instance.

All complaints made to the Antisocial Behaviour service are confidential unless there is a legal duty to disclose it. No anonymous complaints are accepted to prevent false allegations, allow feedback and gather further information. Anonymous information can be passed to the SSAL.

I want to make a formal complaint. Whom should I make a formal complaint to?

To make a formal complaint about a criminal matter you should contact The Police in the first instance.

To make a formal complaint about antisocial or unacceptable behaviour contact the ASBC.

To make a formal complaint about any other issues report it to the appropriate service.

If your issue is in relation to a legal matter, which is not criminal then you should consult CAB or your solicitor.

Shetland Islands Council
Environmental Health (EH)
Grantfield
Lerwick
ZE1 0NT
01595 744800
environ-
mental.health@shetland.go

I am not sure if I want to make a complaint. What can I do?

There are several different advice agencies you can contact for information. If you are unsure about reporting an issue it is best to know as much information as possible before making a decision.

How can I make a formal complaint?

In writing, in person, by e-mail or by phone to ASBC.

Antisocial Behaviour
Coordinator (ASBC)
Grantfield
Lerwick
ZE1 0NT
01595 744374
billy.mycock@shetland.gov.uk

Legal matters: Contact CAB or VSS.

Tenancy Issues: Contact the landlord.
(Housing & HHA) If unknown contact EH.

General disputes: Contact CMT.
They can also speak to the people if you have concerns about speaking to them directly and help parties find a resolution to disagreements.

What information do I need when making a complaint?

A description of the general problems, the impact it has had on you & whom has been involved. Names are not necessary but some sort of details like address or location will be needed if any action is to be taken.

Housing Service (Housing)
6 Northness Business Park
Lerwick
ZE1 0LZ
01595 744360

Antisocial/unacceptable behaviour:
ASBC can be contacted.

Community safety: Contact CSO.

Neighbourhood Support
Workers (NSWs)
Grantfield
Lerwick
ZE1 0NT
01595 744347
nsws@shetland.gov.uk

NSWs: Contact them in relation to most issues as they know or are able to find whom the appropriate person or agency is.

Support: For Practical, emotional or Witness support contact VSS.

A list of specific incidents & any previous action taken should be provided where possible. The diary over the page may assist in this process.

Victim Support Shetland
(VSS) 91 St Olaf Street,
Lerwick, ZE1 0ES
01595 744524
victimsupport.shetland@
victimsupportscsco.org.uk

I do not want to make a formal complaint. What informal measures are available to me?

To try sorting it out informally you can contact CMT or NSWs or get further advice from other appropriate agencies mentioned on this leaflet.

14 Market Street

Lerwick
ZE1 0JP
Citizens Advice Bureau
(CAB)
01595 693934

Community Safety
Officer (CSO)
01595 744527
commu-
nity.safety@shetland.gov.uk

Safer Shetland Action Line
(SSAL)
PO Box 11683
Lerwick
Telephone: 01595 694544
Text: 07921 00 99 22

Northern Constabulary
(The Police)
Market Street
Lerwick
ZE1 0JN
01595 692110

Hjaltland Housing
Association (HHA)
2 Harbour Street
Lerwick
ZE1 0LR
01595 694986
mail@hjaltland.org

Community Mediation
Team
(CMT)
01595 694696

DIARY OF DISTURBANCE

DATE	TIME FROM	TIME TO	TYPE OF DISTURBANCE	SOURCE OF DISTURBANCE (Include names if known)	DETAILS OF INCIDENT (What actually happened, who was involved)	LEVEL OF DISTURBANCE (How were you affected)	ANY OTHER WITNESSES	TIME POLICE CALLED (If called)
1/1/2006	11.45 pm	2.30am	Amplified music; Shouting	Party at 3 Any Street	Fight broke out between Mr X and Mr Y	Noise woke me up; Was distressed	Name & Address	1.30am
Name and Address of Person(s) Completing Form:								
Signature(s):								