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|  | **This fact sheet is about: Public Rights of Way** |
|  | Public Rights of Way means things like roads, footpaths and cycle ways. |
|  | The Council has a map of public rights of way in your area. |
|  | If you think they have done something wrong you can tell them. |
|  | Public Rights of Way are protected so you can use them. |
|  | **What do you do before you contact the Ombudsman?** |
|  | Complain to your Council. |
|  | **What can the Ombudsman do?**  We can do something if the Council |
|  | * took too long to decide something about a public right of way. |
|  | * did not make sure the right of way was kept clear. |
|  | **What can’t the Ombudsman do?**  The Ombudsman cannot: |
|  | * look at what the Council decided if you can appeal. |
|  | * look at a complaint if the Council followed the rules. |
|  | **Things to think about** |
|  | The Ombudsman can tell the Council what we think it should do if we think it did something wrong. |
|  | Councils take a long time to decide about different rights of way. |
|  | This is because they need to look at how a right of way is used. |
|  | This means a lot of work for officers. |
|  | Just because something is being built it does not mean there will be a change to a right of way. |

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|  | **More information:** |
|  | The Ramblers Association website is at: [www.ramblers.org.uk](http://www.ramblers.org.uk) |
|  | Open Spaces Society website is at: [www.oss.org.uk](http://www.oss.org.uk) |
|  | Institute of Public Rights of Way and Access Management website is at: [www.iprow.co.uk](http://www.iprow.co.uk) |

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|  | If you are still not sure if the  Ombudsman can help, contact us. |
|  | **How to contact the Ombudsman** |
|  | 0300 790 0203 |
|  | ask@ombudsman.wales  www.ombudsman.wales |
|  | @OmbudsmanWales |
|  | The Public Services Ombudsman for Wales  1 Ffordd yr Hen Gae  Pencoed  CF35 5LJ |
|  | This easy read leaflet was prepared by Barod CIC using Photosymbols. |