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|  | This fact sheet is about:  The Human Rights Act |
| A group of people posing for the camera  Description generated with very high confidence | Human Rights are things like:   * safety * dignity * freedom * respect for private and family life. |
|  | The Human Rights Act is the law that says you must be allowed these things. |
|  | What to do before you contact the Ombudsman? |
|  | Complain to the Government or Council Service that did not consider your rights. |
|  | What can the Ombudsman do?  The Ombudsman can |
|  | The Ombudsman looks at complaints if: |
|  | * a Government or Council service   is unfair |
|  | * or makes your life harder |
| A person holding a sign posing for the camera  Description generated with very high confidence | * decide if the Council or Government service did not consider your rights. |
|  | * ask them to think again   about what they did. |
|  | What can’t the Ombudsman do?  We cannot: |
|  | Say that the law has been broken.  A court must decide this. |
|  | Things to think about |
|  | The Ombudsman can say what we think the Council or Government service should do if we think it did something wrong. |
|  | You do not need a solicitor or advocate to go to the Ombudsman.  The Ombudsman service is free. |
|  | More information  You can get advice from: |
| http://avow.org/wp-content/uploads/2015/08/EHRC.bmp | The Equality and Human Rights Commission (EHRC)  Telephone 0800 800 0082 |
|  | The EHRC works with the **Equality Advisory Support Service (EASS).**  **Telephone 0800 800 0082**  www.equalityadvisoryservice.com |
|  | Citizens Advice Wales:  Telephone 08444 77 20 20  [www.citizensadvice.org.uk/wales](http://www.citizensadvice.org.uk/wales/) |

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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. |