

ASB Minimum Standards

Wigan Council endeavours to provide the highest quality service in tackling and dealing with problems created by anti-social behaviour. We will:

- respond to all reports from members of the public to Wigan Council regarding anti-social behaviour within 1 working day;
- take all complaints seriously and investigate thoroughly. In the case of anonymous complaints these will be dealt with on a case by case basis;
- provide contact details of the case manager and agree a method of contact to keep you fully informed and involved in the process throughout the lifetime of the case;
- engage in clear lines of communication between the victim, alleged perpetrator and partner agencies in the medium of choice;
- consider the full range of legal and non legal remedies to resolve the problems;
- monitor cases with partner agencies and victims/witnesses ensuring accountability to victims and witnesses;
- Provide residents with a right of complaint if effective action is not taken by local agencies .