Comhairle Cathrach & Contae Luimnigh
Limerick City & County Council

Case Ref No: _____

Anti-Social Behaviour Complaint Form

Purpose: This form is for reporting anti-social behaviour connected to a Council tenancy. Please provide factual details, including dates, times, locations, names where known, An Garda Síochána details, PULSE numbers and supporting evidence.
Complaints regarding anti-social behaviour in public areas should be referred to An Garda Síochána. In an emergency, contact An Garda Síochána on 999 or 112.

Any supporting evidence should relate directly to the complaint. Please do not submit excessive or unrelated images, recordings, messages or other personal data.

1. Your Details	
Name	
Address	
Phone / Email	
Tenant / Resident?	☐ Yes ☐ No ☐ Other: _____

2. Type of Behaviour	
☐ Threats / intimidation / harassment	☐ Violence or fear of violence
☐ Drug-related activity	☐ Criminal damage / vandalism
☐ Persistent noise / disturbance	☐ Disorderly behaviour
☐ Dumping / littering / graffiti	☐ Other: _____

3. Incident Details

Date / Time	
Location	
Person(s) causing concern, if known	
What happened? Please give factual details only.	

4. Gardaí / Agencies	
Reported to An Garda Síochána?	☐ Yes ☐ No
Garda station / An Garda Síochána name	
PULSE number	
Other agency contacted	☐ Yes ☐ No Details: _____
Please note that Limerick City & County Council may contact An Garda Síochána or other relevant agencies as part of its investigation into this complaint **Limerick City & County Council's role is to investigate *breaches of tenancy*.** **This function does not replace the functions of An Garda Síochána.**	

5. Witnesses / Evidence	
Witnesses	☐ Yes ☐ No Details: _____
Evidence	☐ Photos ☐ Video ☐ CCTV ☐ Messages ☐ Log sheet ☐ Other

6. Anonymous Complaints
Anonymous complaints may be recorded and assessed, but the Council's ability to investigate may be limited if contact details or supporting evidence are not provided.

7. Vexatious or Malicious Complaints
Knowingly false, malicious, repetitive, or vexatious complaints may not be progressed and may be managed under Limerick City and County Council's relevant policies and procedures.

Anti-Social Behaviour Log Sheet

8. Incident Log

Date	**Time**	**Incident details**	**An Garda Síochána /PULSE/Evidence**

9. Freedom of Information Act 2014

Complaints relating to anti-social behaviour form part of Limerick City and County Council's records for the purposes of the Freedom of Information Act 2014.
Limerick City and County Council recognises that individuals may provide information concerning alleged anti-social behaviour in circumstances where they expect their identity and personal information to be protected. Any request for access to records relating to such complaints will be considered in accordance with the Freedom of Information Act 2014.

In determining whether access may be granted, Limerick City and County Council will have regard to all relevant provisions contained in the Act, including those relating to personal information and information provided in confidence, where applicable.

Confidentiality Request
Your complaint will be held as a record of Limerick City and County Council and may be subject to a request for access under the Freedom of Information Act. The Act provides that, in certain circumstances, such records may be exempt from release or may only be released following consultation with you as the complainant.

I, _____, request that Limerick City and County Council does not disclose my identity or any other personal information relating to me in connection with the investigation of this matter.

I provide this information to Limerick City and County Council in confidence. I understand that the Council will take account of this request, however confidentiality cannot be guaranteed where disclosure is required by law, necessary for fair procedures, required for court or statutory processes or required under the Freedom of Information Act 2014.

10. Data Protection Notice
Limerick City and County Council collects and processes personal data in order to assess, manage and respond to complaints relating to anti-social behaviour connected to Council tenancies. The information provided on this form may be used to investigate the complaint, contact relevant parties, manage the case and support legal, statutory or tenancy management functions. Where necessary, relevant information may be shared with Housing, legal services, An Garda Síochána, external legal advisers, courts, tribunals, dispute resolution bodies and relevant statutory agencies.

Personal data will be processed lawfully, fairly and transparently, and will be limited to what is necessary for the purpose for which it is collected. It will be held securely. Anti-social behaviour complaint records relating to Council tenancies should be retained as part of the relevant tenancy management file for the duration of the tenancy and for 7 years following termination of the tenancy, unless required for ongoing legal proceedings, investigations, enforcement action, Ombudsman investigations, FOI requests, or other statutory purposes.

For single incident cases (of non-serious offences) records should be retained for 5 years and then destroyed.

Where there is a repeated pattern of anti-social behaviour or a single serious offence incident then records should be retained for a 10-year period and legal proceedings have been completed against the individuals. Where legal proceedings are underway all related records are to be retained until all legal proceedings have been completed.

Specific legal cases which may have an impact on future operations should be offered to archivist subject to data minimisation.

The lawful basis for processing personal data is Article 6(1)(e) GDPR, processing necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Council. Where special category data is required, it will only be processed where an appropriate Article 9 GDPR condition applies, including where processing is necessary for substantial public interest reasons, legal claims or the exercise of statutory functions.

Information relating to alleged criminal offences, An Garda Síochána involvement or enforcement matters will be processed only where necessary and in accordance with applicable data protection legislation and the Data Protection Act 2018.

You have rights under data protection legislation, including the right to request access to your personal data and, where applicable, to request rectification, restriction or erasure of your data. Further information is available in Limerick City and County Council's Data Protection and Privacy Statement. To exercise these rights, you should contact Limerick City and County Council (Data Controller) at the following address:

Email: dataprotectionofficer@limerick.ie
Data Protection Officer,
Limerick City and County Council,
Merchants Quay,
Limerick

11. Declaration

I confirm that the information provided is true and accurate to the best of my knowledge. I understand that Limerick City and County Council will use this form and any supporting information to assess, manage and investigate this complaint and, where necessary, may use or disclose relevant information for legal, statutory, court, tribunal or dispute resolution purposes.

I confirm that I have read and understood this Data Protection Notice and Limerick City and County Council's Privacy Statement.

Click here for further details

Signature	
Date	