

Report Title:	Annual Council Feedback Review and Local Government Ombudsman (LGO) Enquiries		
Report to:	Overview and Scrutiny Committee	Date:	14 TH September 2026
Report of:	Head of People and Policy	Cabinet Portfolio	Environment and Corporate Services
Cabinet Lead Member	Cllr Adrian Lythgoe	Wards Affected	All wards
Key Decision:	Forward Plan	General Exception ☐	Special Urgency ☐
Integrated Impact Assessment:			
	Required:	No	Attached: No
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Valley Plan Priorities	Thriving Local Economy - This involves securing new inward investment, creating a sustainable economy, matching local skills with future job opportunities, and supporting town centres as unique destinations.	
	High Quality Environment: This includes having a "clean and green" local environment, reducing the borough's carbon footprint, improving waste and recycling rates, and delivering new homes with a good mix of housing tenures.	
	Healthy & Proud Communities: This priority focuses on improving the health and physical/mental wellbeing of residents, reducing health inequalities, ensuring access to better leisure facilities and health services, and fostering a sense of pride in the community.	
	Effective & Efficient Council: The aim is to provide good quality and responsive services, embrace new technology, be a financially sustainable council with a commercial outlook, and ensure sound governance.	X

1. PURPOSE OF THE REPORT & EXECUTIVE SUMMARY

- 1.1 This report provides Overview and Scrutiny Committee with the annual review of formal complaints and Local Government Ombudsman (LGO) enquiries and complaints for the period 1 April 2025 to 31 March 2026.
- 1.2 During the year, the Council received 164 formal complaints; the largest complaint category was 'Action/response/communication' with 48 complaints.
- 1.3 The average response time was 8 working days, which is below the Council's 10-working-day customer service standard.
- 1.4 Between 1 April 2025 and 31 March 2026, the Ombudsman dealt with 15 complaints relating to the Council, 8 were not for the Ombudsman or were not ready for investigation, 5 were assessed and closed, and 2 were investigated (1 was upheld).

- 1.5 Compliance with Ombudsman recommendations was 100%, with 100% completed on time, and no service improvements were recorded by the Ombudsman during the year.
- 1.6 The report also sets out wider learning arising from customer feedback.

2. RECOMMENDATION(S)

- 2.1 That Overview and Scrutiny Committee note the different types of feedback received by the Council, including Local Government Ombudsman (LGO) enquiries and complaints, for the period 1 April 2025 to 31 March 2026.
- 2.2 Overview and Scrutiny Committee are invited to provide comments and feedback to the Council's Corporate Management Team.

3. BACKGROUND & REASON FOR THE DECISION

- 3.1 The terms of reference of the Overview and Scrutiny Committee require the Committee to monitor complaint handling, LGO complaints and the Council's performance.

3.2 Customer Contact

The Council deals with a significant amount of customer contact each day and each department has its own system for managing that contact. Most contact relates to service requests rather than formal complaints, and complaint volumes should be considered in the context of the overall level of customer contact and service delivery.

During the reporting year, the Council had 32,975 Council Tax accounts, 2,830 National Non-Domestic Rates (NNDR) accounts and 4,693 benefit claimants.

Operationally, it completed 848,713 domestic paper and cardboard collections, an equivalent number of glass, tins, cans and plastic collections, 897,339 general waste collections and 136,529 garden waste collections. Commercial waste services were provided to 419 businesses and 3,716 bulky waste requests were completed.

3.3 Complaints and LGO Complaints

Formal complaints are treated as a serious expression of dissatisfaction, usually arising where a customer is unhappy with a response, outcome or action. Complaints are recorded and responded to by the relevant department.

The Council's customer service standard is to respond to complaints, Member enquiries and MP enquiries within 10 working days; where a full response cannot be provided within that period, a holding response is sent.

The Council operates a two-stage complaints process.

Stage 1 complaints: may be resolved through the initial response. A complainant who remains dissatisfied has one month to progress the matter to Stage 2.

Stage 2 complaints: should be responded to within 10 working days and are reviewed by a Director or Head of Service.

If the complainant remains dissatisfied after Stage 2, the matter can be escalated to the LGO.

LGO complaints are processed in five stages:

Premature stage: the LGO may refer a complaint back where the complainant has not completed the Council's internal complaints process, providing the Council with an opportunity to consider and resolve the matter first.

Preliminary enquiries stage: the LGO considers whether the complaint is within its jurisdiction and suitable for investigation. Initial information may be requested from the Council before a decision is made whether to investigate.

Investigation stage: where a complaint is accepted for investigation, the LGO may request further evidence and information from the Council and consider relevant decisions, policies and procedures.

Decision issued: following consideration of the complaint, the LGO issues its decision, which may include findings of fault and injustice and recommendations for remedy or service improvement where appropriate.

Closed stage: the complaint is formally closed. Where recommendations have been made, the Council is responsible for implementing these within the agreed timescale.

3.4 Complaints received 2025/26

In 2025/26, the Council received 164 formal complaints. The largest category was 'Action/response/communication' with 48 complaints.

The average time taken to deal with complaints was 8 working days, which is below the 10-working-day customer service standard.

Of the 164 complaints received, 151 were resolved at Stage 1. A total of 35 complaints progressed to Stage 2 reviews; 31 were resolved and 4 rolled over.

3.5 LGO Enquiries and Complaints

The LGO provides an annual summary of complaints received against the Council. The Council is not normally notified of every contact from the public, for example where advice is given or a matter remains at pre-enquiry stage.

The LGO Liaison Officer provides regular updates on open investigations.

Between 1 April 2025 and 31 March 2026, the Ombudsman dealt with 15 complaints relating to Rossendale Borough Council. Of these, 8 were not for the Ombudsman or were not ready for investigation, 5 were assessed and closed, and 2 were investigated (1 was upheld).

There are no published Ombudsman decisions for Rossendale Borough Council for the period 1 April 2025 to 31 March 2026. The Ombudsman does not publish all decision outcomes where this is necessary to maintain confidentiality. Compliance with Ombudsman recommendations was 100%, and 100% of recommendations were completed on time. No service improvements were recorded by the Ombudsman during the year.

A quarterly Feedback/Enquiries Report is provided to Corporate Management Team and a quarterly Performance Management Report is scrutinised by Overview and Scrutiny Committee.

3.6 Ombudsman complaints and enquiries - three-year comparison

The number of Ombudsman enquiries/complaints received increased from 6 in 2023/24 to 11 in 2024/25 and 21 in 2025/26.

During 2025/26, the Ombudsman dealt with 15 complaints, comprising 8 that were not for the Ombudsman or not ready for investigation, 5 that were assessed and closed, and 2 that were investigated.

Ombudsman Complaints and Enquiries:	2023/24	2024/25	2025/26
Received	6	11	21
Complaints dealt with / decisions	6	10	15

Complaint received category:	2023/24	2024/25	2025/26
Benefits and Tax	2	4	5
Corporate and other services	0	0	1
Environmental Services & Public Protection & Regulation	1	3	5
Highways and Transport	0	0	0
Other	0	0	0
Planning & Development	2	2	7
Housing	1	2	3
Total	6	11	21

Complaints dealt with / outcomes:	2023/24	2024/25	2025/26
Referred back / not ready for investigation	2	3	7
Assessed and closed after initial enquiries	1	4	5
Incomplete / not for Ombudsman	1	2	1
Advice given	0	0	0
Investigated: Upheld	2	1	1
Investigated: Not upheld	0	0	1
Carried over to next year	0	1	6
Total	6	11	21

3.7 Learning and improvements

The Council welcomes customer feedback to support continuous improvement to its services. Complaints are regularly reviewed to identify learning and opportunities to improve systems, procedures and service delivery. The following key areas of learning have been identified during 2025/26:

- **Customer communication** – to improve acknowledgement and response arrangements and provide appropriate progress updates where matters cannot be resolved immediately. Feedback relating to staff conduct will also be used to reinforce expected standards of professional and respectful communication.
- **Review of recurring service issues** - complaints data will continue to be reviewed to identify recurring issues and trends. This will support services to identify where changes to processes, procedures or service delivery may improve the customer experience and reduce repeat complaints.
- **Improved digital customer journey** - feedback relating to online processes will be considered when developing and updating digital services. Online forms, information and processes will continue to be reviewed to make services easier for customers to access and use.
- **Clearer ownership and escalation of enquiries** – to identify there is clear ownership of customer enquiries and complaints, with outstanding responses monitored and escalated where appropriate to reduce delays and repeated customer contact.

Progress will continue to be monitored through regular complaints reporting to support continuous service improvement.

4.0 RISK

- 4.1 There is a reputational risk if complaints are not responded to in a timely manner. Complainants and the LGO are kept updated where there are extenuating circumstances or a complaint is sufficiently complex to require additional time. Failure to monitor complaints also creates a risk that the Council does not learn from experience; complaints are therefore reviewed regularly by Corporate Management Team and service managers. There is also a financial risk if the LGO finds maladministration against the Council.

5.0 SECTION 151 OFFICER COMMENTS (FINANCE)

- 5.1 The Council faces the risk of financial penalty should the LGO find maladministration in an existing or future complaint. During 2025/26, the Ombudsman did not award any penalties against the Council.

6.0 MONITORING OFFICER COMMENTS (LEGAL)

- 6.1 The report supports the Effective and Efficient Council priority by monitoring the quality and responsiveness of Council services, using customer feedback to improve service delivery, and supporting sound governance.

7.0 INTEGRATED IMPACT ASSESSMENT IMPLICATIONS

- 7.1 No policy or equality implications are identified.

8.0 POLICY/STRATEGY FRAMEWORK IMPLICATIONS

- 8.1 The report supports the Effective and Efficient Council priority by monitoring the quality and responsiveness of Council services, using customer feedback to improve service delivery, and supporting sound governance.

9.0 LOCAL GOVERNMENT REORGANISATION IMPLICATIONS

- 9.1 No specific implications for local government reorganisation in Lancashire are identified in the source report.

10. BACKGROUND PAPERS

- 10.1 No background papers.

Complaint about:	2023/24		2024/25		2025/26	
	No. of complaints	% of total	No. of complaints	% of total	No. of complaints	% of total
Action/response/communication	14	12.3	7	4.3	48	29.27
Advice/information given	0	0	4	2.45	2	1.22
Anti-social behaviour	2	1.75	1	0.61	0	0
Application processing	1	0.90	0	0	0	0
Bailiff charges/action	2	1.75	2	1.22	0	0
Benefits processing	3	2.65	3	1.83	0	0
Bins/bin collection	20	17.55	23	14.02	24	14.63
Council decision	5	4.39	16	9.76	17	10.37
Council policy/procedure	3	2.63	11	6.71	3	1.83
Council Tax charges/ decision	14	12.29	22	13.41	20	12.20
Customer service	1	0.88	7	4.27	6	3.66
Flooding/Drainage	0	0	1	0.61	0	0
Footpaths	5	4.39	2	1.22	0	0
Grant Funding	0	0	0	0	0	0
Grass cutting	3	2.63	1	0.61	0	0
Housing/landlord	2	1.75	4	2.45	5	3.05
Litter/ debris/ fly tipping	2	1.75	2	1.22	1	0.61
Noise nuisance	0	0	4	2.45	0	0
Other	4	3.51	22	13.41	11	6.71
Property/ land	9	7.90	7	4.27	17	10.37
Quality of service	4	3.51	3	1.83	5	3.05
Recovery/payment Council Tax	2	1.75	0	0	0	0
Staff member/ team	8	7.02	13	7.93	4	2.44
Time taken	4	3.51	4	2.45	0	0
Trees	3	2.63	3	1.83	1	0.61
Weeds	2	1.75	2	1.22	0	0
Total	114		164		164	

Action/response/communication received during 2025-2026

- 1 Failure to adequately respond to noise nuisance
- 1 Does not want Glyphosate spraying near the property.
- 1 Lack of response from Kelly Jenkinson
- 1 Edgeside Park playing area
- 1 Unauthorised inappropriate memorials in Whitworth Cemetery.
- 1 Development of Heald Town Farm concerns, no response from planning
- 1 Damage to a gravestone within Rawtenstall Cemetery, grave number 637.
- 1 Headstone on grave 702 at Rawtenstall Cemetery is unsafe, 13 weeks has passed and no repairs carried out.
- 1 Concerns relating to DCC meeting on 24/06/25 to support Cubicos planning application 2025/0061.
- 1 Response regarding a complaint about human excrement from neighbours septic tank fed into the cemetery.
- 1 Complaint against an Envhealth Officer, unprofessional attitude and aggressive behaviour. EHO had said she has no faith in the pest control service offered and has tried to get the shop owner to reinstate pestaway.
- 1 Female staff member within Housing Options extremely rude and disrespectful over phone call.
- 1 I have sent two contact forms re grass verge outside my house at Deerplay and had no response. Throughout 2024 the verge was mown on a regular basis and a couple of times early in the growing season this year. It hasn't been touched since and my query is to why this is. I am unhappy that I have had no response
- 1 Bench taken from the cemetery without consent of owners, given date for return and delayed.
- 1 Knee high grass and weeds within Stonefold Church yard, needs looking at urgently.
- 1 Dissatisfaction with the way a noise complaint has been handled, the response has been neither effective or efficient and the process has caused unnecessary frustration.
- 1 Formal complaint regarding planning enforcement officer Gareth Walker, advising a developer how to breach and get around article four directions.
- 1 Back of York street BB4, concerns for public safety as public land has been paved shoddily. Trip hazard and limited access to the public access. Previous contact with the property team.
- 1 Lack of business support from RBC throughout the works currently taking place in Haslingden. No council representatives have checked in or offered any support.
- 1 Concerns around 417 Market Street, request for the council to enforce article 4.
- 1 Housing complaint, feels that the housing team have not been fair to them and their needs.
- 1 Complaint regarding conduct of RBC as LPA relating to planning application 2025/0267.

- 1 Complaint relating to homelessness case, had to leave previous address due to domestic violence and has daughter in full time care. Initially told they would not receive help with housing.
- 1 Feels as though there is misconduct in the public protection office. Complaint made against complainant and they did not want to speak to a witness as they called it irrelevant.
- 1 Business rate notices for 2024/25 and 2025/26 relating to Common Cow, 7 Hall street.
- 1 Bins are never collected, having to use the online form twice a month to report missed bins.
- 1 Green bins don't get emptied, blue and grey bins are collected with no issues. CCTV of the wagon reversing down the street and then leaving without emptying the bins.
- 1 Road sweeper vehicle began reversing into individual, finally got the attention of the vehicle driver and he honked his horn and shouted comments.
- 1 Sent numerous emails relating to street cleaning in Whitworth, non actioned. School staff member recently fell and injured due to leaves and debris on the floor.
- 1 Complaint about OTT signing in process on online service, over the top security sign in and takes too long.
- 1 Constant problems with noisy neighbours, previously handled by service request however the problem is not going away. Feels as though Environmental Health are not supporting and offer no updates.
- 1 Lack of action from environmental health relating to noise nuisance against neighbours. Numerous complaints and still having issues. EH find ways to not deal with the issue.
- 1 Formal complaint relating to recent decision to grant planning permission for a change of use at 11 Yarmouth Avenue to become a children's home.
- 1 Formal legal complaint relating to the removal of disabled parking bays in Rawtenstall and an incident of harassment and intimidation by an employee of the bus station.
- 1 Problems with wetroom tiles installed from disability grant. Tiles damaged and refusing to replace.
- 1 Decision to lie down headstones in cemeteries is disrespectful and insulting. Cemetery is a mess and vandalism.
- 1 Environmental health visit and handling of sewage odour complaint
- 1 Unhappy with poor communications and the way his enquiry was dealt with
- 1 Complaint relating to decision against Brandwood Lower End Moor, emailed Clare Birtwistle in February 2026 and no response.
- 1 Works taking place on deardengate is appalling, poor workmanship.
- 1 Graves at Bacup cemetery have been interfered with. Actions are excessive and destructive.
- 1 Deep concern about the manner in which the work in Bacup Cemetery is being conducted. Work carried out so far is making it more dangerous.
- 1 Complaint relating to the handling and lack of communication of planning application 033/2024/UNLB - 11/18 Holme Vale
- 1 Dissatisfaction of decision not to accept liability or provide compensation following the damage of market cabin caused by burst pipes.

- 1 Lack of communication and support relating to housing standards for 39 Hammerton Green. Complainant has contacted environmental health multiple times and receiving no response. Case is urgent.
- 1 Outstanding land charges for property from 1991 for a sewer and response was inadequate.
- 1 Formal complaint against Callum Hadfield relating to two occasions that we communicated. He was rude and unprofessional.
- 1 Unable to get response from planning team, awaited call back and never received one. Trying to get permission through to completion and feel insulted.

Reference	Authority	Category	Subcategory	Received
25000360	Rossendale Borough Council	Planning & Development	Householder planning application	09/04/2025
25002165	Rossendale Borough Council	Housing	Homelessness	09/05/2025
25010574	Rossendale Borough Council	Planning & Development	Other planning application	26/08/2025
25010736	Rossendale Borough Council	Planning & Development	Other planning application	28/08/2025
25012951	Rossendale Borough Council	Corporate & Other Services	Contracts and business matters	25/09/2025
25013178	Rossendale Borough Council	Benefits & Tax	Council tax	30/09/2025
25013713	Rossendale Borough Council	Benefits & Tax	Council tax	03/10/2025
25013740	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Licensing – taxis- buses or private hire vehicles	03/10/2025
25014840	Rossendale Borough Council	Planning & Development	Other planning application	09/12/2025
25016989	Rossendale Borough Council	Housing	Housing-other	06/11/2025
25018130	Rossendale Borough Council	Housing	Homelessness	06/11/2025
25018815	Rossendale Borough Council	Planning & Development	Other planning application	06/02/2026
25019274	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Noise	29/11/2025
25020806	Rossendale Borough Council	Planning & Development	Householder planning application	02/01/2026
25021208	Rossendale Borough Council	Benefits & Tax	Council tax	18/12/2025
25022000	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Drainage	02/01/2026
25024032	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Dogs	20/01/2026
25026870	Rossendale Borough Council	Benefits & Tax	Council tax	17/03/2026
25027473	Rossendale Borough Council	Benefits & Tax	Council tax	19/02/2026
25028416	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Refuse & recycling	04/03/2026
25029876	Rossendale Borough Council	Planning & Development	Enforcement-householder	20/03/2026

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
24005059	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	28/04/2025	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review
24017292	Rossendale Borough Council	Housing	Homelessness	22/01/2026	Not Upheld	no fault	
25000360	Rossendale Borough Council	Planning & Development	Householder planning application	09/07/2025	Closed after initial enquiries	Not warranted by alleged injustice	
25002165	Rossendale Borough Council	Housing	Homelessness	09/05/2025	Referred back for local resolution	Premature Decision - advice given	
25010574	Rossendale Borough Council	Planning & Development	Other planning application	09/12/2025	Closed after initial enquiries	Not warranted by alleged fault	
25010736	Rossendale Borough Council	Planning & Development	Other planning application	28/08/2025	Referred back for local resolution	Premature Decision - advice given	
25012951	Rossendale Borough Council	Corporate & Other Services	Contracts and business matters	26/11/2025	Referred back for local resolution	Premature Decision - referred to Organisation	
25013178	Rossendale Borough Council	Benefits & Tax	Council tax	10/02/2026	Closed after initial enquiries	Not warranted by alleged fault	
25013713	Rossendale Borough Council	Benefits & Tax	Council tax	19/01/2026	Closed after initial enquiries	26B(2) not made in 12 months	
25013740	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Licensing – taxis- buses or private hire vehicles	03/10/2025	Referred back for local resolution	Premature Decision - advice given	
25016989	Rossendale Borough Council	Housing	Housing-other	06/11/2025	Incomplete/invalid	Insufficient information to proceed and PA advised	
25018130	Rossendale Borough Council	Housing	Homelessness	18/03/2026	Closed after initial enquiries	26(6)(c) Court remedy	
25019274	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Noise	29/11/2025	Referred back for local resolution	Premature Decision - advice given	
25021208	Rossendale Borough Council	Benefits & Tax	Council tax	18/12/2025	Referred back for local resolution	Premature Decision - advice given	
25027473	Rossendale Borough Council	Benefits & Tax	Council tax	19/02/2026	Referred back for local resolution	Premature Decision - advice given	

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Achieved	Satisfaction with Compliance
24005059	Rossendale Borough Council	Environmental Services & Public Protection & Regulation	Antisocial behaviour	27/04/2025	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	04/06/2025	Personal remedy late. Service improvement satisfied on time

Explanatory notes	
Cases received Cases with a recorded received date between 1 April 2025 and 31 March 2026. Status as of 7 April 2026.	
Cases decided Cases with a recorded decision date between 1 April 2025 and 31 March 2026. Status as of 7 April 2026. Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded. We report our decisions by the following outcomes:	
Invalid or incomplete: We were not given enough information to consider the issue.	These decision outcomes are included in the number of cases reported as not for us / not ready for us in the complaints overview section on the online map.
Advice given: We provided early advice or explained where to go for the right help.	
Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.	
Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.	This decision outcome is included in the number of cases reported as assessed and closed in the complaints overview section on the online map.
Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.	These decision outcomes are included in the number of cases reported as investigated in the complaints overview section on the online map.
Not upheld: We completed an investigation but did not find evidence of fault.	
The following decision reasons are satisfactory remedy decisions , i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint: <i>Upheld - Injustice remedied during organisations complaint processes</i> <i>Upheld - fault & inj - no further action organisation already remedied</i>	These decision reasons are included in the number of cases reported as satisfactory remedies provided by the council on the online map.
Compliance outcomes Cases with a recorded remedy achieved date between 1 April 2025 and 31 March 2026. Status as of 27 April 2026. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 27 April 2026 of a remedy achieved before 31 March 2026, this will not be included here. Where the 'Satisfaction with Compliance' column records a non-compliance outcome of 'Remedy not complete and not satisfied', the 'Remedy Achieved' date designates the date the case was closed and a new case opened. This year we are publishing a timely compliance statistic alongside the overall compliance rate. The statistic will show both the number and percentage of cases where agreed recommendations were recorded as completed on time. To be recorded as 'on time', all parts of a multi part recommendation need to have been recorded as delivered within agreed timescales. Alongside this new statistic we are providing more detailed 'Satisfaction with Compliance' outcomes. These are: - <i>Remedy satisfied on time</i> - <i>Remedy satisfied late. Personal remedy and service improvement late.</i> - <i>Personal remedy late. No service improvement recommendations.</i> - <i>Personal remedy late. Service improvement satisfied on time.</i> - <i>Service improvement late. No personal remedy.</i> - <i>Service improvement late. Personal remedy satisfied on time.</i> - <i>Remedy not complete and not satisfied.</i>	

20 May 2026

By email

Mr Huntington
Chief Executive
Rossendale Borough Council

Dear Mr Huntington

Annual Review letter 2025-26

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2026.

We recognise that local authorities continue to face significant pressures in delivering services to their communities. We hope the data and insight we share with you each year remains a useful tool for reflection and continuous improvement. Please consider it as part of your corporate governance processes.

[Your annual statistics are available here.](#)

In addition, you can find the detail of the decisions we have made about your Council, read reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

We will write to organisations in July where there is exceptional practice or where we have concerns about complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 15 July 2026.

Supporting complaint and service improvement

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our [Complaint Handling Code](#), in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published in July 2026, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,



Amerdeep Clarke
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England