



**Policy, Finance and
Development
Committee**

22 July 2014

Matter for Decision

Title: **Annual Review of Local Government Ombudsman
Complaints**

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1. Introduction

1.1 This report sets out the number of Local Government Ombudsman complaints made against this Council for the financial year 2013-14.

2. Recommendations

2.1 That Members note the contents of the report.

3. Information

3.1 The Local Government Ombudsman has reviewed the way in which it reports complaints and for the first time in the 2013-14 financial year it has produced individual reports for Local Authorities setting out the number of complaints received, which service areas those complaints related to and the outcome of those complaints. These reports are distributed to the Head of Corporate Resources, the Chief Executive and the Leader.

3.2 The "Annual Review Letter 2014" for Oadby and Wigston Borough Council is attached to this report and sets out those complaints that were made against the Council in the 2013-14 financial year, as well as the outcome of those complaints.

3.3 In total, only 6 Local Government Ombudsman complaints were made against the Council in the past financial year and of these just 1 complaint was upheld. The complaint that was upheld related to a Planning Enforcement matter.

3.4 The below table shows a comparison between the complaints made against this Council and those complaints made against the other Local Authorities in Leicestershire:

Local Authority	Number of complaints made	Number of complaints upheld
Oadby & Wigston Borough Council	6	1
Blaby District Council	7	0
Charnwood Borough Council	9	0
Harborough District Council	10	2
Hinckley & Bosworth Borough Council	4	1
Melton Borough Council	3	0
North West Leicestershire District Council	11	1

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Implications	
Financial (PL)	If a complaint is upheld by the Local Government Ombudsman then an award of compensation may be made in favour of the complainant and payable by the Council. There is no revenue budget provision made for such cases.
Risk (KG)	CR4 – Reputation Damage
Equalities (KG)	None.
Legal (KG)	The Council has a duty to assist the Ombudsman in the investigation of those complaints that are made against it.