



**GOVERNANCE AND AUDIT  
COMMITTEE**

**Tuesday 30<sup>th</sup> September  
2025**

**Local Government and Social Care Ombudsman (LGSCO)  
Annual Review Letter Report 2024/25**

Report by:

Director of Change Management, ICT &  
Regulatory Services

Contact Officer:

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Purpose / Summary:

Report on the Local Government and Social  
Care Ombudsman (LGSCO) Annual Review  
Letter 2025 covering complaints referred to and  
decided by them between April 2024 and March  
2025. Examining the types and outcomes of  
complaints referred and benchmarking with other  
similar local authorities.

**RECOMMENDATION(S):**

That committee members welcome this report, and after considering its contents  
are assured that the current complaint handling procedures are functioning  
adequately.

## IMPLICATIONS

**Legal:**

There are no legal implications arising from this report.

**Financial: FIN/59/26/GA/SL**

There are no financial implications arising from this report.

**Staffing:**

There are no staffing implications arising from this report.

**Equality and Diversity including Human Rights:**

The LGSCO have not identified any issues with how complaints are handled in terms of Equality and Diversity or Human Rights.

**Data Protection Implications:**

There are no data protection implications arising from this report, appropriate redactions have been made where required.

**Climate Related Risks and Opportunities:**

Not applicable.

**Section 17 Crime and Disorder Considerations:**

Not applicable.

**Health Implications:**

There are no health implications arising from this report.

**Title and Location of any Background Papers used in the preparation of this report:**

**Annual Review Letters for West Lindsey District Council**

<https://www.lgo.org.uk/your-councils-performance/west-lindsey-district-council/annualletters/>

**LGSCO complaint decisions for West Lindsey District Council**

<https://www.lgo.org.uk/Decisions/SearchResults?t=0&fd=0001-01-01&td=2025-07-22&dc=c%2Bnu%2Bu%2B&aname=West%20Lindsey%20District%20Council&sortOrder=descending>

**West Lindsey District Council Performance 2023/24**

<https://www.lgo.org.uk/your-councils-performance/west-lindsey-district-council/statistics>

**Risk Assessment:**

Not applicable.

**Call in and Urgency:**

**Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?**

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

**Yes**

☐

**No**

**X**

**Key Decision:**

A matter which affects two or more wards, or has significant financial implications

**Yes**

☐

**No**

**X**



**Local Government and  
Social Care  
Ombudsman (LGSCO)  
Report 2024/25**

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## Executive Summary

This report examines the Local Government and Social Care Ombudsman (LGSCO) Annual Review Letter 2024/25 which covers complaints that were either referred to or decided by them during the period from April 2024 to March 2025.

Historical data on complaints handled by the LGSCO is included within this report along with comparison to previous year's figures and findings.

Finally, the report compares how West Lindsey District Council (WLDC) has performed overall, nationally and in comparison, with 20 other similar authorities in terms of the number of complaints referred, investigated and upheld by the LGSCO.

During the 2024/25 period, a total of 14 new complaints were referred to the LGSCO.

WLDC Service		LGSCO Categorisation
Planning and Development	3	Planning and Development
Planning Enforcement	2	Planning and Development
Environmental Protection – Noise	1	Environmental Services & Public Protection & Regulation
Community Safety - ASB	1	Environmental Services & Public Protection & Regulation
Trees – Planning and Development	1	Environmental Services & Public Protection & Regulation
Council Tax	1	Benefits & Tax
Housing Benefits	1	Benefits & Tax
Council Tax – access to information	1	Corporate & Other Services
FOI – access to information	1	Corporate & Other Services
Car Parking - parking fines and information	1	Highways & Transport
Housing Enforcement	1	Housing

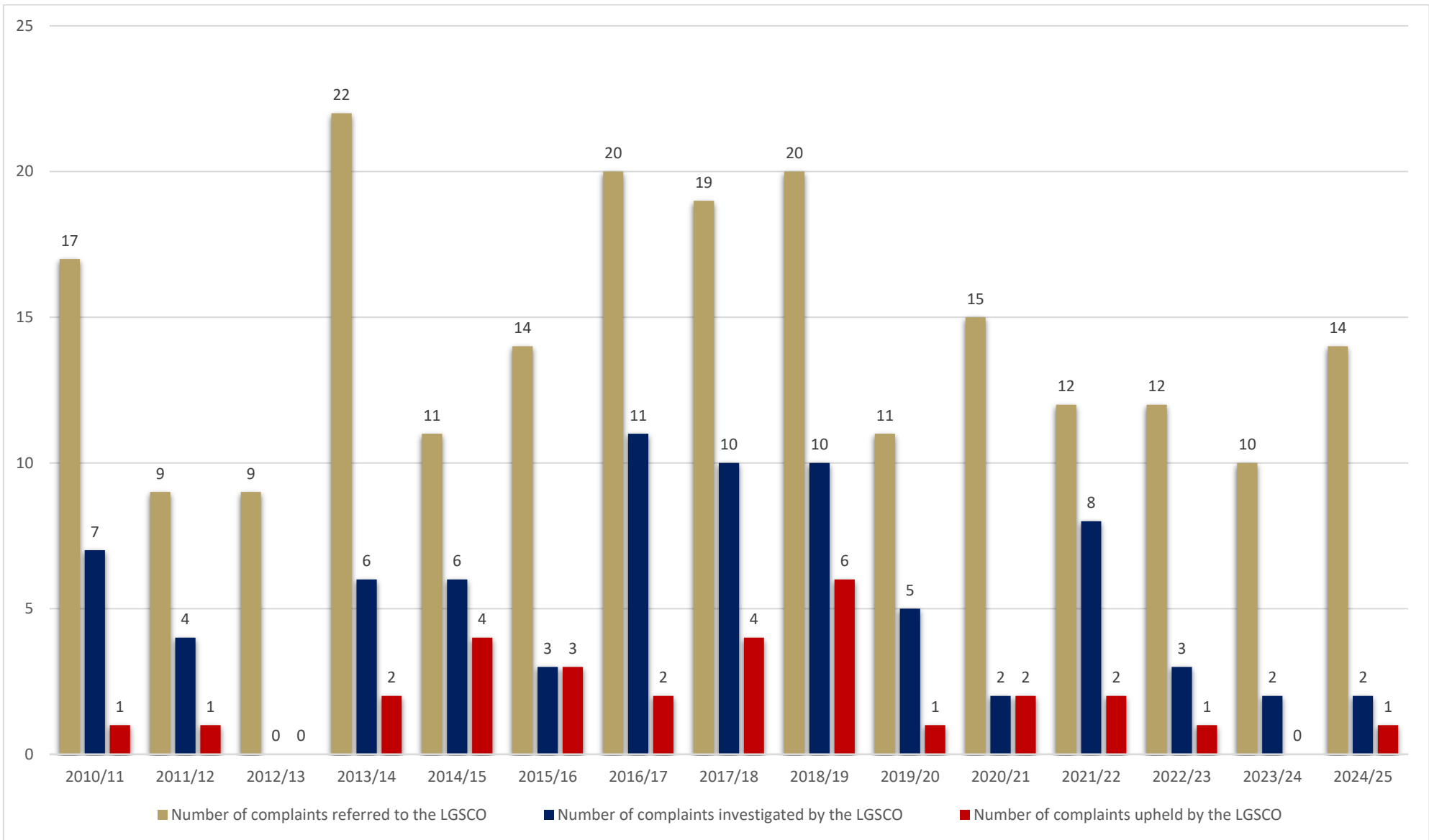
In total the LGSCO made 14 decisions during 2024/25. 10 complaints were closed after initial enquiries, 1 complaint was incomplete, and 1 complaint led to the complainant receiving advice from the LGSCO. 1 complaint was investigated and not upheld, and 1 outstanding complaint being investigated from the previous year was upheld, this was in regard to Environmental Protection and Community Safety (ASB) services and related to a noise complaint.

The LGSCO investigated 2 complaints and upheld 1 complaint in 2024/25. More details on this upheld complaint and the recommendations made by the LGSCO can be found in the [Upheld Complaints, Learning and Improvement Actions](#) section of this report.

At the end of the 2024/25 period there were 2 outstanding complaints that were still with the LGSCO at the initial assessment stage. The LGSCO have since decided not to investigate these complaints further, more information regarding those complaints will be included in next year's report as they were completed after March 2025.

# 1. Introduction

- 1.1 If a customer has followed and completed the Council's formal complaints process and remains dissatisfied with the outcome of their complaint or the way it has been handled by WLDC they are able to refer their complaint to the LGSCO for review.
- 1.2 The LGSCO will only consider a complaint once it has been dealt with in full via the WLDC Customer Feedback Policy and only if it meets their criteria for investigation - <https://www.lgo.org.uk/make-a-complaint/what-we-can-and-cannot-look-at>
- 1.3 Issues that have another formal route of appeal or tribunal will not be considered by the LGSCO, for example, planning appeals, council tax valuation issues and appeals regarding the suitability of housing etc.
- 1.4 There is no cost to the authority for the work carried out by the LGSCO. A cost is only involved if an upheld complaint recommendation suggests a financial remedy.
- 1.5 The LGSCO do not necessarily investigate all complaints that are referred to them., Although the LGSCO is a free service they have to decide how to best use their publicly funded resources therefore they cannot investigate all complaints they receive.  
  
They are more likely to investigate complaints where the issues:
  - have had a serious or long-term impact on people's lives
  - affect many other people  
They are less likely to investigate complaints where:
  - the issues have caused minor irritation or upset
  - they cannot ask the Council to do what the complainant wants them to
- 1.6 An Annual Review Letter is published by the LGSCO for each authority every year which details the number of complaints referred to them, investigated by them and includes information on complaints upheld by them. Information regarding compliance with LGSCO recommendations is also included. The full WLDC Annual Review Letter for 2024/25 can be found in [Appendix 1](#) of this report.
- 1.7 The information published by the LGSCO allows us to examine our performance for the year and look at how we compare to other similar authorities.
- 1.8 The investigations carried out and decisions made by the LGSCO allow us to learn and make improvements to the way we deliver our services and deal with our customers daily. Complaints investigated that are not upheld by the LGSCO provide assurance that we are operating correctly. We can also learn from LGSCO complaints and decisions made for other authorities, when weekly decision lists are published, they are shared with relevant team managers.
- 1.9 The graph on the next page shows how many WLDC complaints have been referred to, investigated and upheld by the LGSCO each year since 2010, the last 4 years has seen a decrease in the average number of WLDC complaints processed by the LGSCO:



- The number of complaints investigated and upheld in 2012/2013 is unknown due to change in LGSCO procedure



## 2. Annual Review Letter 2024/25 Figures

- 2.1 In total 14 new complaints were referred to the LGSCO in 2024/25, this is a small increase when compared to the previous 3 years. The table below shows which services the 14 complaints related to compared with previous years.
- 2.2 As you can see, over the years many of the complaints referred to the LGSCO were in relation to Planning and Development services. The last 3 years have seen a decrease in the number complaints regarding this group of services being referred to the LGSCO.

	Benefits and Tax	Corporate and Other Services	Environmental Services	Highways and Transport	Housing	Planning and Development	Other	Total
2024/25	2	2	3	1	1	5	0	14
2023/24	0	0	4	0	0	6	0	10
2022/23	1	1	3	0	3	4	0	12
2021/22	1	0	1	0	1	9	0	12
2020/21	0	0	3	0	1	10	1	15
2019/20	4	1	1	0	1	4	0	11

- 2.3 The service categories for complaints that the LGSCO use include various WLDC service areas, for instance their Planning and Development category includes Planning Enforcement and their Environmental Services and Public Protection and Regulation includes Environmental Health services, Community Safety including ASB and Housing Enforcement, and Corporate and Other Services includes FOI requests.
- 2.4 The table below, that is also included in the introduction section of this report shows the breakdown of WLDC services compared to the LGSCO categorisation and the number of complaints referred to them relating to each WLDC service in 2024/25:

WLDC Service		LGSCO Categorisation
Planning and Development	3	Planning and Development
Planning Enforcement	2	Planning and Development
Environmental Protection – Noise	1	Environmental Services & Public Protection & Regulation
Community Safety – ASB	1	Environmental Services & Public Protection & Regulation
Trees – Planning and Development	1	Environmental Services & Public Protection & Regulation
Council Tax	1	Benefits & Tax

Housing Benefits	1	Benefits & Tax
Council Tax – access to information	1	Corporate & Other Services
FOI – access to information	1	Corporate & Other Services
Car Parking - parking fines and information	1	Highways & Transport
Housing Enforcement	1	Housing

2.5 A complaint that was referred to the LGSCO in January 2025 was still outstanding at the end of the 2024/25 period. A decision was received in April 2025, the complaint was closed after initial enquiries, the complaint was in relation to Council Tax and access to information. Details on this complaint are included within the table below and will be included again in the decided section of next year's 2025/26 report.

2.6 In 2024/25 the LGSCO also reached a decision on 1 complaint that was outstanding from the previous year. This complaint was referred to them in March 2024 but not completed until September 2024 and was in relation to a noise complaint. The LGSCO carried out an investigation, fault was identified so the complaint was upheld, more details are included later in this report.

2.7 In total 14 decisions were made by the LGSCO during the 2024/25 period. The table below provides information on the complaints that were received and decided including the dates they were received and decided by the LGSCO, the service they related to, the decision made, and any recommendations made regarding the decision reached. The links included in the LGSCO Category and Reference Number column of the table below will take you to the full complaint details as published on the LGSCO website. If there is no link included the LGSCO did not publish any information because the complaint did not pass the initial assessment stage.

<b>LGSCO Category and Reference Number</b>	<b>WLDC Service</b>	<b>Received by the LGSCO</b>	<b>Decided by the LGSCO</b>	<b>Days Taken</b>	<b>Decision</b>	<b>Decision Reason</b>	<b>Remedy</b>
<a href="#">23015068 Environmental Services &amp; Public Protection &amp; Regulation</a>	Noise (Environmental Protection and Community Safety)	08/03/2024	29/09/2024	205	Upheld	Fault no injustice	Provide training and/or guidance
<a href="#">23019228 Planning &amp; Development</a>	Planning and Development	28/02/2024	11/04/2024	43	Closed after initial enquiries	Not warranted by alleged fault	N/A
23020983 Environmental Services & Public Protection & Regulation	Trees – Planning and Development	02/04/2024	07/05/2024	35	Advice given	Body not in jurisdiction	N/A
<a href="#">23021228 Benefits &amp; Tax</a>	Council Tax	08/04/2024	13/05/2024	35	Closed after initial enquiries	Other reason not to investigate	N/A

<a href="#">24000685 Planning &amp; Development</a>	Planning Enforcement	23/04/2024	18/06/2024	56	Closed after initial enquiries	Not warranted by alleged fault	N/A
24003326 Environmental Services & Public Protection & Regulation	Noise (Environmental Protection)	24/05/2024	24/05/2024	1	Incomplete/Invalid	Insufficient information to proceed and PA advised	N/A
<a href="#">24004308 Housing</a>	Housing Enforcement	23/06/2024	07/01/2025	198	Not Upheld	No fault	N/A
<a href="#">24008119 Highways &amp; Transport</a>	Car Parking Fines and Information (Property Services)	19/08/2024	25/09/2024	37	Closed after initial enquiries	Not warranted by alleged fault	N/A
<a href="#">24009246 Planning &amp; Development</a>	Planning and Development	02/09/2024	20/11/2024	79	Closed after initial enquiries	26B (2) not made in 12 months	N/A
<a href="#">24009944 Benefits &amp; Tax</a>	Housing Benefits	12/09/2024	15/10/2024	33	Closed after initial enquiries	Not warranted by alleged fault	N/A
<a href="#">24010773 Corporate &amp; Other Services</a>	FOI – access to information	23/09/2024	16/10/2024	23	Closed after initial enquiries	No worthwhile outcome achievable by investigation	N/A
<a href="#">24014545 Environmental Services &amp; Public Protection &amp; Regulation</a>	Anti – Social Behaviour (Community Safety)	15/11/2024	30/01/2025	76	Closed after initial enquiries	26 (6)(c) Court remedy	N/A
<a href="#">24015061 Planning &amp; Development</a>	Planning Enforcement	25/11/2024	23/01/2025	59	Closed after initial enquiries	Not warranted by alleged fault	N/A
<a href="#">24015390 Planning &amp; Development</a>	Planning and Development	29/11/2024	31/01/2025	63	Closed after initial enquiries	Not warranted by alleged fault	N/A

These complaints were received in 2024/25 but were carried over and decided in 2025/26 and will feature in next year's Annual LGSCO Report							
24018333 Planning & Development	Planning Enforcement	22/01/2025	Unknown	Unknown	Not shared with WLDC	Not shared with WLDC	N/A
<a href="#">24020059</a> <a href="#">Corporate &amp; Other Services</a>	Council Tax – access to information	19/02/2025	06/04/2025	46	Closed after initial enquiries	Matter is subject to court proceedings	N/A

- 2.8 During 2024/25 no complaints were referred back to WLDC for a local resolution. This occurs when a customer has not initially made their complaint known to us or have not given us the chance to investigate and resolve their complaint internally. The LGSCO will only consider a complaint once it has been investigated via the authority under the Council's formal complaint process.
- 2.9 In total 10 complaints were closed after initial enquiries were made. This occurs when the LGSCO receive a complaint and consider the initial information including details of the complaint and the response we have given them. If the LGSCO decide that it is unlikely that any fault or maladministration will be found or that any harm or injustice has been caused they will not investigate the matter further. The LGSCO will also take this approach to complaints where an appeal or tribunal route is available to the complainant or where the complaint has been made out of time. The reasons why the LGSCO closed these 10 complaints are listed below:

### Planning and Development x 3

#### 23019228

*We will not investigate Mr X's complaint about the Council's handling of a planning application. This is because there is not enough evidence of fault affecting the Council's decision or to show the issues Mr X raises caused him significant injustice.*

#### 24009246

*We will not investigate this complaint about the way the Council decided to approve a planning application. This is because the complaint does not meet the tests in our Assessment Code on how we decide which complaints to investigate. The complaint is late and there are no good reasons to exercise our discretion to investigate it.*

#### 24015390

*We will not investigate this complaint about how the Council dealt with the complainant's land charges search request. This is because we are unlikely to find fault by the Council.*

### Planning Enforcement x 2

#### 24000685

*Ms X complains about the Council's handling of matters relating to the installation of a footpath and road widening at a development site in her locale. We will not investigate the complaint because we are unlikely to find evidence of fault by the Council sufficient to warrant an investigation.*

**24015061**

*We will not investigate this complaint about the Council's handling of a planning enforcement case and associated planning applications at a site in the complainant's local area. The alleged faults have not caused him a significant personal injustice, and we cannot achieve one of the outcomes he is seeking*

**Community Safety x 1**

**24014545**

*We will not investigate this complaint about the Council's decision to issue Mr X with a Community Protection Notice. This is because Mr X has the opportunity to seek a remedy through the courts if he wishes to challenge the Notice so placing the complaint outside our jurisdiction.*

**Car Parking – parking fines and information x 1 (Property Services)**

**24008119**

*We will not investigate this complaint about the operation of a parking payment machine and the information provided by the Council. This is because the complainant could have appealed to the tribunal and because there is insufficient evidence of fault by the Council.*

**FOI – access to information x 1**

**24010773**

*We will not investigate Mr X's complaint that the Council provided him with an incorrect email address regarding his request for a review of his Freedom of Information (FOI) enquiry. This is because an investigation by the Ombudsman is unlikely to achieve any additional outcome.*

**Benefits x 1**

**24009944**

*We will not investigate this complaint that the Council is not providing enough support to help the complainant pay her rent. This is because there is insufficient evidence of fault by the Council.*

**Council Tax x 1**

**23021228**

*We will not investigate Ms X's complaint about Council Tax support as it is reasonable to expect her to apply using the Council's web application. And the Information Commissioner's Office is better placed to consider her subject access request complaint.*

- 2.10 The LGSCO carried out detailed investigations into 2 complaints during 2024/25, one was an outstanding complaint from the previous year which was in relation to Noise (Environmental Protection and Community Safety) and the other one was in relation to Housing Enforcement.

- 2.11 Following the LGSCO's investigations into the 2 complaints, the complaint in relation to Noise (Environmental Protection and Community Safety) was upheld. The Housing Enforcement complaint was not upheld.
- 2.12 As the LGSCO did uphold 1 of the 2 complaints investigated in 2024/25 the upheld rate when taking into account all complaints referred to the LGSCO (14) is 7%.
- 2.13 The LGSCO calculate complaints upheld by using the number they investigated, for 2024/25 they investigated 2 complaints and upheld 1 so in terms of complaints investigated 50% were upheld. This compares to an average of 66% in similar authorities.
- 2.14 The table below shows how many complaints have been referred to, investigated and upheld by the LGSCO compared to previous years.

	2024/25	2023/24	2022/23	2021/22	2020/21	2019/20
Complaints and enquiries received by the LGSCO	14	10	12	12	15	11
Number of detailed investigations carried out by the LGSCO	2	2	3	8	2	5
Number of complaints upheld by the LGSCO	1	0	1	2	2	1
Upheld complaint percentage %	7%	0%	33%	25%	13%	20%

- 2.15 As you can see the upheld rate has fluctuated over the years depending on how many complaints were investigated by the LGSCO. The actual number of upheld complaints is minimal, and this has decreased across the last 5 years.
- 2.16 The decrease in the number of complaints referred to the LGSCO overall and the reduction in the number of complaints that the LGSCO felt were justified is attributed to the work of the Customer Experience Manager and the centralised approach taken to handling complaints, that was implemented in 2018.
- 2.17 It is acknowledged that cases referred to the LGSCO have been more complex in nature, and we welcome a fresh pair of eyes on these matters to assist us in identifying how we can do things differently in the future.

### 3. Complaints Investigated but Not Upheld

- 3.1 During 2024/25 the LGSCO carried out detailed investigations into 2 of the 14 complaints referred to them, this is a decrease compared to the number of investigations historically carried out by them
- 3.2 The LGSCO did not uphold 1 of the complaints they investigated, this complaint was in relation to the Housing Enforcement service.

- 3.4 Below are the details of the complaint that was not upheld, to view the full report from the LGSCO please follow the title link below:

[24004308 Housing](#)

### **Summary**

*Mrs X complains the Council has not dealt properly with a housing improvement notice. The Council is not at fault.*

### **Decision**

*The Council has followed the law and guidance when considering Mrs X's situation. It is able to suspend improvement notices for category 2 hazards and has made clear the circumstances which will trigger the end of the suspension. This is not fault by the Council.*

## **4. Upheld Complaints and Learning and Improvement Actions**

- 4.1 The LGSCO upheld 1 complaint in 2024/25, the complaint in relation to Noise (Environmental Protection and Community Safety).
- 4.2 Below are the details of the complaint that was upheld, to view the full report from the LGSCO please follow the title link below:

[23015068 Environmental Services & Public Protection & Regulation](#)

### **The complaint:**

*Mrs B complains about how the Council dealt with her reports that her neighbours were causing her distress and causing damage to her home by their noise and building works. Mrs B says that as a result of the Council's lack of action, her home has been damaged, and her physical and mental health has deteriorated.*

### **LGSCO decision:**

*The Council properly investigated Mrs B's reports of noise from her neighbours and problems with building work. The Council's website was not clear that it has powers to tackle noise from premises under antisocial behaviour (ASB) legislation. This has not impacted on Mrs B as it is unlikely the Council would have used ASB powers. However, the Council has agreed to review its website so that it is clear that it will consider its ASB powers to tackle noise from premises.*

- 4.3 The LGSCO did not find fault in how the complainant's issues were investigated, and no injustice was caused to the complainant, however, the LGSCO did find that the WLDC website was not clear in how the Council has powers to investigate noise under ASB legislation as well as Environmental Protection.
- 4.4 Following the recommendation made by the LGSCO the website was updated, and officers were briefed on the LGSCO's findings, decision and recommendations from this complaint investigation.



## 5. Compliance with Ombudsman Recommendations

- 5.1 The LGSCO produce and report statistics on compliance with the recommendations they make in relation to upheld complaints. The LGSCO's recommendations are specific and will include a timeframe for completion, allowing them to follow up with authorities and seek evidence that the recommendations have been implemented.
- 5.2 During 2024/25, 1 recommendation was made by the LGSCO as explained in the upheld complaint section above.
- 5.3 This recommendation was completed within the timescales set by the LGSCO and the compliance rate for WLDC is 100%

## 6. Comparison with other Local Authorities Nationally

- 6.1 The LGSCO deals with complaints for 411 local authority areas in total, which now includes Local Fire Services and Transport for London.
- 6.2 West Lindsey District Council is number **228**/411 overall in terms of the number of complaints referred to the LGSCO for each authority, the highest number of complaints being 632 for Birmingham City Council. (WLDC had 14)
- 6.3 In terms of the number of upheld complaints West Lindsey District Council is number **277**/411 overall. Essex County Council had the highest number of upheld complaints with 183 of their complaints being upheld by the LGSCO. (WLDC had 1)
- 6.4 Compared to the previous period (2024/25) West Lindsey District Council has moved to a higher position on the chart for the number of complaints referred to the LGSCO and a higher position for the number of complaints upheld by the LGSCO, however the number of complaints referred and decided is very low in comparison to other authorities.
- 6.5 The tables that show the results for all authorities can be accessed here: <https://www.lgo.org.uk/information-centre/reports/annual-review-reports/local-government-complaint-reviews>

## 7. Comparison with other similar Local Authorities

- 7.1 A list of 20 local authorities that are similar to WLDC in terms of size, population and services provided has been compiled so that some meaningful comparison and benchmarking can take place.
- 7.2 The tables in [Appendix 2](#) of this report show how WLDC compares with the other 20 similar authorities.
- 7.3 In terms of the number of complaints referred to the LGSCO, WLDC is number 8/21 compared to similar local authorities.
- 7.4 WLDC is number 12/21 in terms of the number of upheld complaints when compared to similar local authorities.



## Appendix 1 – LGSCO Annual Review Letter 2024-25

21 May 2025

By email

Mr Knowles  
West Lindsey District Council

Local Government &  
Social Care  
**OMBUDSMAN**

Dear Mr Knowles

### Annual Review letter 2024-25

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 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

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

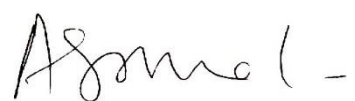
In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's 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 16 July 2025, alongside our annual Review of Local Government Complaints.

### Supporting complaint and service improvement

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact [training@lgo.org.uk](mailto:training@lgo.org.uk). Yours sincerely,

A handwritten signature in black ink, appearing to read 'Amerdeep Somal' followed by a horizontal line.

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

## Appendix 2 – Comparison with 20 similar Local Authorities – Complaints Received

[illegible]

## Appendix 2 continued – Comparison with 20 similar Local Authorities – Complaints Decided (by outcome)

Local Government & Social Care OMBUDSMAN		Complaints and Enquiries Decided (by Outcome) 2024-25									
		Not for us / not ready for us			Assessed and closed	Investigations					
Authority Name	Invalid or Incomplete	Advice Given	Referred Back for Local Resolution	Closed after Initial Enquiries	Not Upheld	Upheld	Total	Upheld decisions per 100,000 residents	Average no of upheld decisions per 100,000 residents of similar authorities	Uphold rate (%)	Average uphold rate (%) of similar authorities
South Holland District Council	0	1	6	4	0	3	14	3.1	1.1	100%	66%
Adur District Council	1	3	5	3	1	2	15	3.1	1.1	67%	66%
Arun District Council	3	0	3	7	2	2	17	1.2	1.1	50%	66%
Babergh District Council	1	1	1	6	2	2	13	2.1	1.1	50%	66%
South Hams District Council	0	0	5	12	0	2	19	2.2	1.1	100%	66%
Breckland District Council	1	0	3	7	0	1	12	0.7	1.1	100%	66%
East Lindsey District Council	1	0	10	6	4	1	22	0.7	1.1	20%	66%
Mid Devon District Council	1	0	3	4	1	1	10	1.2	1.1	50%	66%
Mid Suffolk District Council	2	1	7	5	0	1	16	0.9	1.1	100%	66%
North Devon District Council	1	0	5	6	0	1	13	1.0	1.1	100%	66%
Torridge District Council	0	1	1	8	2	1	13	1.5	1.1	33%	66%
<b>West Lindsey District Council</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>14</b>	<b>1.0</b>	<b>1.1</b>	<b>50%</b>	<b>66%</b>
Allerdale Borough Council	0	0	0	0	0	0	0				
Copeland Borough Council	0	0	0	0	0	0	0				
Cotswold District Council	1	0	4	1	1	0	7	0.0	1.1	0%	66%
Hambleton District Council	0	0	0	0	0	0	0				
King's Lynn & West Norfolk Council	0	1	2	9	1	0	13	0.0	1.1	0%	66%
North Kesteven District Council	0	0	1	4	0	0	5	0.0	1.1		66%
Selby District Council	0	0	0	0	0	0	0				
South Somerset District Council	0	0	0	0	0	0	0				
Stratford-on-Avon District Council	0	0	4	6	0	0	10	0.0	1.1		66%