

**TONBRIDGE & MALLING BOROUGH COUNCIL**

**GENERAL PURPOSES COMMITTEE**

**24 September 2008**

**Report of the Chief Executive**

**Part 1- Public**

**Matters for Information**

**1 OMBUDSMAN'S ANNUAL LETTER 2007/08**

**Summary**

To report receipt of the Ombudsman's annual letter for 2007/08.

- 1.1** The annual letter from the Local Government Ombudsman has been received and is appended to this report for Members' information.
- 1.2** There was a small decrease in the number of complaints decided by the Ombudsman in respect of this Council, from 8 in 2006/07 to 7 in 2007/08, after taking account of those he judged to be premature. There were 9 complaints made during the year but some of those were not resolved until the current year and will be reflected in next year's figures. From the Annexes, Members will note that yet again there were fewer complaints against this Council than any other in Kent. Furthermore, for the 17th year in succession there were no findings of maladministration against the Council.
- 1.3** Members will note that the Ombudsman believes the handling of complaints by the Council is thorough and he has not identified any particular issues for this Council. Overall, I believe the Council can be pleased that it continues to provide its services in a manner that does not generate a high level of complaints to the Ombudsman and that yet again no maladministration has been found.

Background papers: Nil

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David Hughes  
Chief Executive