

TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

15 September 2015

Report of the of Chief Executive

Part 1- Public

Matters for Information

1 LOCAL GOVERNMENT OMBUDSMAN – ANNUAL REVIEW LETTER

To report on the annual letter and the outcome of complaints made to the Ombudsman over the previous year.

1.1 Background

- 1.1.1 The Borough Council's Constitution requires that an annual report is made to the Overview and Scrutiny Committee on the outcome of complaints made to the Local Government Ombudsman. The annual letter and accompanying information covering the year to 31st March 2015 is attached as Annex 1.
- 1.1.2 Over this period, there have been eight complaints made to the Ombudsman. None of these have been upheld. Two have been closed after initial enquiries and the remaining six were referred back for local resolution. This positive outcome confirms that Council continues to operate an effective complaints process and there are no specific recommendations from the Ombudsman for the Committee to consider.

Background papers:

Nil

Julie Beilby
Chief Executive