

**TONBRIDGE & MALLING BOROUGH COUNCIL**  
**OVERVIEW AND SCRUTINY COMMITTEE**

**03 December 2020**

**Report of the Monitoring Officer**

**Part 1- Public**

**Matters for Information**

**1 LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN - ANNUAL REVIEW LETTER**

**To set out the annual report of the Ombudsman regarding complaints received and dealt with over the period 1 April 2019 to 31 March 2020.**

**1.1 The Annual Letter**

1.1.1 Each year, the Ombudsman provides the Borough Council with a report of the formal complaints he has dealt with and the outcomes of those complaints. This report covers the period for 1 April 2019 to 31 March 2020.

1.1.2 The Ombudsman has dealt with 16 formal complaints received over that period. The following outcomes were as follows:

- Complaints upheld - 1
- Not upheld - 2
- Complaints referred back for local resolution - 9
- Complaints closed after initial enquiries - 4
- Complaints incomplete/invalid - 0

1.1.3 A copy of the Ombudsman's letter is attached at Annex 1. Further details on the complaint upheld by the Ombudsman are attached at Annex 2.

**1.2 Legal Implications**

1.2.1 As set out above

**1.3 Financial and Value for Money Considerations**

1.3.1 None

**1.4 Risk Assessment**

1.4.1 N/A

**1.5 Policy Considerations**

1.5.1 N/A

Background papers:

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Nil

Adrian Stanfield

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