

# TONBRIDGE & MALLING BOROUGH COUNCIL

## OVERVIEW AND SCRUTINY COMMITTEE

07 October 2021

### 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 2020 to 31 March 2021.**

##### 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 2020 to 31 March 2021.

1.1.2 The Ombudsman has dealt with 9 formal complaints received over that period. The following outcomes were as follows:

Complaints upheld – 1

Not upheld - 1

Complaints referred back for local resolution –1

Complaints closed after initial enquiries - 4

Complaints incomplete/invalid – 1

Advice given - 1

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:

contact: Adrian Stanfield

Nil

Adrian Stanfield  
Monitoring Officer