

# TONBRIDGE & MALLING BOROUGH COUNCIL

## OVERVIEW AND SCRUTINY COMMITTEE

6 October 2022

### Report of the Chief Executive

#### 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 2021 to 31 March 2022.**

#### **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 2021 to 31 March 2022.

1.1.2 The Ombudsman received 20 formal complaints over that period. The outcomes were as follows:

Complaints decided -19

Complaints upheld – 0

Not upheld - 5

Complaints referred back for local resolution – 5

Complaints closed after initial enquiries - 7

Complaints incomplete/invalid – 0

Advice given - 2

1.1.3 A copy of the Ombudsman's letter is attached at **Annex 1**.

#### **1.2 Legal Implications**

1.2.1 None

#### **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: Julie Beilby

Nil

Julie Beilby  
Chief Executive