

TONBRIDGE & MALLING BOROUGH COUNCIL

OVERVIEW AND SCRUTINY COMMITTEE

14 September 2023

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 2022 to 31 March 2023.

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 2022 to 31 March 2023.

1.1.2 The Ombudsman received 8 formal complaints over that period. The outcomes were as follows:

Complaints decided - 8

Complaints upheld – 3

Not upheld - 1

Complaints referred back for local resolution – 0

Complaints closed after initial enquiries - 2

Complaints incomplete/invalid – 2

Advice given - 0

1.1.3 A copy of the Ombudsman's letter is attached at **Annex 1**, together with details of the complaints at **Annex 2**.

1.1.4 The 3 complaints upheld by the Ombudsman all relate to garden waste services. Although all 3 of these complaints were decided by the Ombudsman in April 2022, they were all originally made to the Council during Sept/ Oct 2021.

1.1.5 In 2 out of the 3 complaints upheld by the Ombudsman, no further action was recommended as the Borough Council had already remedied the matter complained of.

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:

Nil

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Chief Executive