

Local Government
OMBUDSMAN

21 June 2010

Mrs A Burns
Chief Executive
Borough Council of Darlington
DX 69280
DARLINGTON

Our ref: Annual Letter/AS/jib
(Please quote our reference when contacting us and, if using email,
please put the reference number in the email subject header)

Dear Mrs Burns

Annual Review 2009/10

I enclose an annual review that summarises the complaints about your authority that my office has dealt with over the past year and provides a general update on developments affecting the Local Government Ombudsmen.

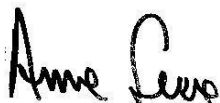
This annual review and those for all other councils will be published on our website (www.lgo.org.uk). This gives you the opportunity to consider the review first. If you think that there is any material factual inaccuracy please let my office know immediately. We will issue a press release about the publication of the annual reviews on our website. A summary of our complaint statistics for all authorities will also be published on our website.

I am arranging for a copy of this letter and the review to be sent to you electronically so that you can distribute it easily internally and put the annual review on your website. You do not need to include this covering letter on your website.

The annual review mentions the training that we provide and I also enclose information on the full range of courses available together with contact details for enquiries and bookings.

If your authority would find it helpful, one of my senior colleagues or I would be pleased to arrange to meet and discuss the annual review or any aspect of our work.

Yours sincerely



Anne Seex
Local Government Ombudsman

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