

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE
5 SEPTEMBER 2024**

**COMPLAINTS MADE TO THE LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN
AND THE HOUSING OMBUDSMAN SERVICE**

SUMMARY REPORT

Purpose of the Report

1. To provide Members with an update of the outcome of cases which have been determined by the Local Government and Social Care Ombudsman (LGSCO) and the Housing Ombudsman Service (HOS) since the preparation of the previous report to Cabinet on 5 December 2023.
2. To provide Members with the Annual Review Letter of the LGSCO (**Appendix 1**).

Summary

3. This report sets out in abbreviated form the decisions reached by the LGSCO and the HOS between 1 April 2023 and 31 March 2024 and outlines actions taken as a result.

Recommendation

4. It is recommended that Members consider and discuss the complaints made to the Local Government Ombudsman

**Elizabeth Davison
Group Director of Operations**