

**ECONOMY AND RESOURCES SCRUTINY COMMITTEE
04 SEPTEMBER 2025**

**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 on 5 September 2024.
2. To provide Members with the Annual Review Letter of the LGSCO (**Appendix 1**).

Summary

3. Attached at **Appendix 2** is the Complaints made to the Local Government and Social Care Ombudsman and the Housing Ombudsman Service report that is due to be considered by Cabinet at its meeting on 9 September 2025. This report sets out in abbreviated form the decisions reached by the LGSCO and the HOS between 1 April 2024 and 31 March 2025 and outlines actions taken as a result.

Recommendations

4. It is recommended that Members consider and discuss the complaints made to both the LGSCO and the HOS.

**Elizabeth Davison
Executive Director – Resources and Governance**