

**24TH SEPTEMBER, 2025**

**ANNUAL OMBUDSMAN COMPLAINT REVIEW LETTER 2024 to 2025  
(LOCAL GOVERNMENT AND SOCIAL CARE OMBUDSMAN)**

**Summary and recommendations:**

Rushmoor Borough Council receives an annual summary from the Local Government and Social Care Ombudsman (LGSCO), which reviews how many complaints have been received by the Ombudsman. This year's review period covered 1 April 2024 to 31 March 2025. No complaints were received by LGSCO in that period which required investigation. It is recommended Committee notes the report and commends officers on the continued improvement in services demonstrated by the lack of LGSCO involvement.

**1. Background:**

For the relevant period, LGSCO received two complaints in respect of Rushmoor Borough Council. Both complaints were closed on the Ombudsman's initial enquiry.

There are, therefore, no further recommendations for service improvement received from LGSCO.

**2. Conclusion:**

It is recommended the Committee note the report and commend officers on their service offering to residents. Rushmoor Borough Council will continue to monitor and review the effectiveness of its policy and responses. This report provides committee with the evidence that the Council is responding well to complaints and has in effect a "clean bill of health" from a credible third party.

There are no legal, financial, or equality implications arising from this report.

Appendices:  
LGSCO summary

**Amanda Bancroft  
INTERIM MONITORING OFFICER AND CORPORATE MANAGER LEGAL  
SERVICES**

**Contact: [marybeth.quaintmere@rushmoor.gov.uk](mailto:marybeth.quaintmere@rushmoor.gov.uk)**

**Service Manger – Customer Services and Facilities**

21 May 2025

*By email*

Mr Harrison  
Interim Managing Director  
Rushmoor Borough Council

Dear Mr Harrison

### **Annual Review letter 2024-25**

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

[Your annual statistics are available here.](#)

In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

### **Supporting complaint and service improvement**

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact [training@lgo.org.uk](mailto:training@lgo.org.uk).

Yours sincerely,



Amerdeep Somal  
Local Government and Social Care Ombudsman  
Chair, Commission for Local Administration in England