

29th SEPTEMBER, 2026

**ANNUAL OMBUDSMAN COMPLAINT REVIEW LETTER 2025 to 2026
(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 2025 to 31 March 2026. One complaint was received by LGSCO in that period which required investigation. The Committee has been advised that LGSCO makes available information regarding complaints and decisions concerning the Council, including published reports and agreed service improvements resulting from Ombudsman investigations.

1. Background:

For the relevant period, LGSCO received nine complaints concerning Rushmoor Borough Council. Of these, five were either outside Ombudsman's jurisdiction or were not yet ready for investigation. Three complaints were assessed and closed without formal investigation. One complaint proceeded to investigation and was not upheld.

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

Executive Head of Governance & Law (Monitoring Officer)

Contact: amanda.bancroft@rushmoor.gov.uk

Local Government & Social Care OMBUDSMAN

20 May 2026

By email

Mr Harrison
Interim Managing Director
Rushmoor Borough Council

Dear Mr Harrison

Annual Review letter 2025-26

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 2026.

We recognise that local authorities continue to face significant pressures in delivering services to their communities. We hope the data and insight we share with you each year remains a useful tool for reflection and continuous improvement. Please consider it as part of your corporate governance processes.

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

In addition, you can find the detail of the decisions we have made about your Council, read 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.

We will write to organisations in July where there is exceptional practice or where we have concerns about 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 15 July 2026.

Supporting complaint and service improvement

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our [Complaint Handling Code](#), in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published in July 2026, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,



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