

LOCAL GOVERNMENT OMBUDSMAN

One of the main roles of the Local Government Ombudsman Service is the receipt and investigation of complaints of maladministration made against a number of public bodies, including councils.

The Local Government Ombudsman is independent of local councils.

Before the Ombudsman will formally investigate a complaint he needs to satisfy himself that the complainant has exhausted the Council's internal complaints procedure and so complainants should ensure that they have done this before contacting the Ombudsman.

If you are unsure of the stage that your complaint is at please contact the person at the Council who has been handling your complaint so that the appropriate advice can be given.

If your complaint has gone through the various stages of the Council's complaints procedure then the Local Government Ombudsman can be contacted at:

LGO Advice Team.

Telephone: 0300 061 0614

Website: www.lgo.org.uk

Email: advice@lgo.org.uk

Fax: 024 7682 0001

Text: 'call back' to 0762 480 4299

Address: Local Government Ombudsman, PO Box 4771, Coventry, CV4 0EH