

Introduction

This is our fifth annual *Digest of cases*. Our aims in publishing the *Digest* are to:

- promote good local administration; and
- increase understanding of what we do and how we do it, and the reasoning behind our decisions.

We have selected cases which highlight points of particular interest or general application. We have also included some cases which illustrate the nature of our work and the kind of complaints we receive.

Throughout the *Digest* we have used pseudonyms to protect the privacy of complainants and others. Most of the selected cases are taken from published reports. We shall be happy to supply the full text of reports on request¹. But we cannot disclose more details about cases where the investigation was discontinued by letter because we had approved a 'local settlement'.

We have a website on the Internet:
<http://www.lgo.org.uk>

The information on the website includes:

- the text of the five issues of our *Digest of cases*;
- the text of our six guidance notes on good practice;
- our most recent annual report and full accounts; and
- summaries of recent published reports on investigations.

Printed copies of some of our guidance notes and previous issues of the *Digest* are available on request¹.

Once again we should be grateful for any comments on the *Digest*. Please send any comments to the Deputy Chief Executive and Secretary of the Commission at 21 Queen Anne's Gate, London SW1H 9BU.

E B C Osmotherly CB
P A Thomas
J R White

July 2001
Local Government Ombudsmen

1. Available from the Commission, 21 Queen Anne's Gate, London SW1H 9BU.
Tel 020 7915 3283