

Local Government & Social Care OMBUDSMAN

9 July 2025

By email

Mr Simpson
Chief Executive
Derby City Council

Dear Mr Simpson

Annual Review letter 2024-25

I wrote to you in May with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. In that letter I explained that where we had concerns about your organisation's complaint handling or to highlight exceptional performance I would write again, and I have set out our experience of your organisation's complaint handling below.

As a reminder, [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.

This letter will be published on our website on 16 July 2025.

Your organisation's performance

During the year, there were five occasions where we had to warn your Council that we would issue a witness summons warrant before we received the information we required. The majority of the cases related to Special Educational Needs complaints. In one of the cases, we took the exceptional step of issuing the warrant. This is not a step we take lightly.

Late responses to our enquiries have been a long-standing concern; this is the third consecutive year we have raised the issue with you. This year, 69% of responses to our enquiries were late, and the average time taken to respond increased by 12 days on the previous year to 38 days. This is unacceptable.

I ask that you take action to improve the timeliness of your responses to our enquiries. It is important we are provided with the information we have asked for promptly, and that, where you encounter delays, you keep us informed. If there is any support my office can provide to help improve the situation, please do let me know.

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. We issued the guides alongside free [training resources](#) councils 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](mailto:training@lgo.org.uk) 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.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Amerdeep Somal', followed by a horizontal line.

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