

Local Government & Social Care OMBUDSMAN

9 July 2025

By email

Mr Adetosoye
Chief Executive
London Borough of Bromley

Dear Mr Adetosoye

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

In a similar position to last year, there were multiple occasions during the year where our investigations were delayed by your Council's failure to respond in a timely way to our requests for information. In several cases the Council requested more than one extension of time before responding. I ask that you take action to improve the timeliness of responses to our enquiries.

In last year's letter to you, I expressed concern about the Council's practice of inviting complainants to go back to it if they were considering contacting my office, suggesting there may be more that could be done to resolve the complaint. It is disappointing to see the Council is still taking the same approach. The Council should thoroughly consider a complaint during its own complaints process, setting out its final position and signposting to my office if a complainant remains unhappy. I ask you to address my concerns with this area of your Council's practice.

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' followed by a horizontal line.

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