

Local Government & Social Care OMBUDSMAN

9 July 2025

By email

Mr Halsey
Chief Executive
London Borough of Tower Hamlets

Dear Mr Halsey

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

Last year I wrote outlining my concerns about non-compliance with our recommendations and late compliance in other cases. This year, I am pleased to reflect on a notable improvement in your Council's engagement with this office. This is reflected both in our statistics and feedback from periodic meetings between your senior officers and my Assistant Ombudsman. I understand these meetings were productive, focusing on areas of concern and resulting in clear actions for improvement, which were completed in a timely manner.

I encourage you to maintain the momentum gained from this period of engagement to continue delivering an effective complaint handling function. If there is anything else my office can do to assist you on that journey, please contact us.

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