

Local Government & Social Care OMBUDSMAN

9 July 2025

By email

Ms Warren
Chief Executive
Royal Borough of Greenwich

Dear Ms Warren

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 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 last year's letter I raised concerns about your Council taking too long to respond to our requests for information. Response times have improved this year, and I thank you for any steps you have taken to address this concern.

It is disappointing however to have recorded late compliance with agreed recommendations. Your Council agreed to the recommendations made in ten cases during the year, however in five cases recommendations were not completed within the agreed timescales, including, in one case, a three-month delay before the recommendations in a homelessness complaint were implemented.

Similar concerns about delay in the remedy process were raised in 2022 and 2023 so I ask that you take prompt action to review your processes for agreeing and implementing our recommendations. It is important that where you encounter unforeseen issues or 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](#) 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'.

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