Local Government & Social Care OMBUDSMAN

8 July 2026

By email

Ms Greenhill
Chief Operating Officer
Leicester City Council

Dear Ms Greenhill

Annual Review Letter 2025–26

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 2026. 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 details of the decisions we have made about your organisation, read the reports we have issued, and view the service improvements your organisation 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 15 July 2026.

Your organisation's performance

Due to the Council's refusal to accept our recommendations in two homelessness cases, we took the unprecedented step of issuing two further reports. In one case, the Council only agreed to the recommendations at a very late stage, after we had progressed to requiring a statement of non-compliance—the final step in our process. Ultimately, this was not issued.

Despite repeated explanations of our approach and confirmation the Council was not being treated differently to others, it initially refused to comply. While we acknowledged its view that the issues reflected wider pressures in the national housing system, we made clear that we must apply the law as set out in current legislation.

The prolonged refusal by the Council to fully comply with our recommendations meant one complainant did not receive the full financial remedy for almost 18 months after our initial report, causing significant additional distress. There were also delays of six months in the second case.

Whilst we welcome the Council's eventual agreement to pay the outstanding sums, we remain of the view this decision should have been reached much earlier, avoiding further distress to two vulnerable families.

We welcome the invitation to meet with Council officers to discuss these issues and prevent similar situations in future.

Supporting complaints and service improvement

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our Complaint Handling Code, in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact training@lgo.org.uk for more information.

Our Annual Review of Local Government Complaints will be published next week, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,



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