

Local Government
OMBUDSMAN



**Complained to your council
but still unhappy?**

Ask us to look at it for you.



This is the EasyRead version of
“Complained to the council? Still not satisfied?”

Who we are

Local Government
OMBUDSMAN

We are called the **Local Government Ombudsman**.



We are the people to talk to if you think your council has not looked at a complaint you have made in the right way.



About us

We decide things fairly and do not take sides.



We do not charge money to look at your complaint.



If we think a council has done something wrong, we may tell them a way of fixing it. Most of the time, they will agree to do what we say.

What we can do for you



We can look at complaints about most council services.



These are things like:

- social care



- having nowhere to live



- how to get a house



- applications for planning permission



- council tax



- transport and roads



- anti-social behaviour



- environmental health (this could be things like the council not emptying your dustbins).



We can look at complaints about things that have gone wrong if they have caused problems for you like:

- mistakes by the council



- poor or no service



- delays in doing things



- bad advice.



If we decide the council has done something wrong, we try to get the council to put it right.

What we cannot do for you



We cannot look at what a council has done just because you do not like it.

We might not look at your complaint if it only affects you a little bit.



The council must have done something wrong.



Sometimes we cannot look at a complaint because there is someone else who should look at it. If this happens, we will tell you who that is.

How do I complain?



If you have a complaint you should go to the council first. They have to look at your complaint before we will.



If you are not happy with the council's answer or if they do not give you an answer in 12 weeks, you can complain to us.



If you leave your complaint for over a year we might not be able to help.

To get in touch



It is best if you call us on the phone and tell us about your complaint.



We can take down the details over the phone so you do not have to write it down.



Phone:

0300 061 0614



Fax:

024 7682 0001



Mobile:

text **“call back”** to **0762 480 3014**



Internet:

www.lgo.org.uk



Post:

**PO Box 4771
Coventry
CV4 0EH**



Credits

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