

Appendix 2: 2025-26 Local Government and Social Care Ombudsman Investigations

Table 1: Summary of Cases Investigated by the Local Government and Social Care Ombudsman – determined cases

Complaint Summary	Determinations	Date	Findings	Case Reference
Unhappy that we were not transparent about the circumstances of a lodger they housed.	Fault causing injustice	28-Apr-25	Our proposed remedy did not consider the prolonged distress that they suffered.	24017235
Bailiff called for council tax arrears which had already been settled.	Fault	23-Jun-25	Council at fault for failing to withdraw court costs	24016673
Unhappy with our handling of reports of rats in his garden.	Fault causing injustice	22-Jul-25	We did not respond to the residents reports in a timely manner.	24012979
Unhappy that we delayed dealing with homelessness application.	Fault causing injustice	11-Aug-25	We should have allocated her application to a caseworker 7 weeks prior and we failed to notify a decision for 12 weeks.	24019644
Unhappy with our handling of council tax support	Fault causing injustice	09-Oct-25	Poor communication with resident regarding council tax support	24001715

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Unhappy with the way we dealt with his noise complaint	No evidence of fault	23-Mar-26	No evidence of fault in the way we investigated. We carried out a proper investigation and were entitled to decide there was no evidence to support his allegations.	25007941
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