



Ministry of Housing,  
Communities &  
Local Government

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Our Ref:8015401  
Your ref:SJ18920

8 July 2020

Dear Sarah,

Thank you for your email dated 4 June, to the Rt Hon Robert Jenrick MP, on behalf of your constituent, Mr Derek Ritson of [REDACTED], about the Local Government and Social Care Ombudsman.

The Local Government and Social Care Ombudsman is charged by Parliament with the investigation of complaints from individual members of the public who have suffered personal injustice or those acting on their behalf, arising from maladministration by local authorities. The Ombudsman has independence in matters relating to the investigation, determination, remedy and reporting of complaints.

You may be interested to note the detail of the Ombudsman's published guidance. Page 18 of the document describes how a person or body may complain on an individual's behalf, *with the written consent of the individual complainant*. This 'Guidance on Jurisdiction' can be found at: <https://www.lgo.org.uk/information-centre/staff-guidance>.

Yours ever,

**SIMON CLARKE MP**