

Local Government &
Social Care
OMBUDSMAN

11 November 2020

Mr Derek C Ritson
Monks Orchard Residents Association

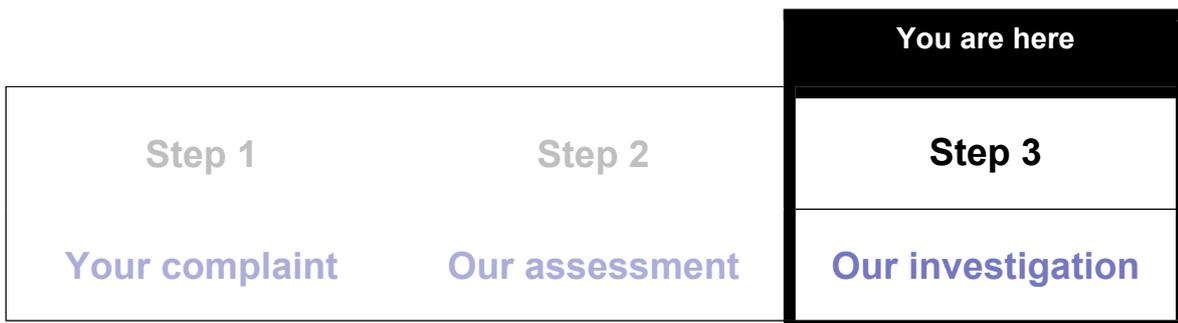
Your ref:

Our ref: 20 003 522

(Please quote our reference when contacting us and, if using email, please put the number in the email subject line)

If telephoning, please contact 0330 403 4061

Email C.Knowles@coinweb.lgo.org.uk



Dear Mr Ritson

Complaint against London Borough of Croydon

Following our last letter in March confirming the pause in casework, we are now gradually restarting work with councils. Thank you for your patience in these unprecedented times. I have asked Christine Knowles to consider your complaint and their contact details are set out above. Our experienced and specially trained investigators have the Ombudsman's full authority to deal with individual complaints and make decisions on his behalf.

What happens next

The investigator will spend some time considering the information you have provided. It may be up to four weeks before they contact you.

The investigator will then decide what should happen next and will keep you informed of progress. The law says we must tell London Borough of Croydon about every complaint made against it and the decision we reach.

PO Box 4771 www.lgo.org.uk
Coventry
CV4 0EH

I should explain that although we are restarting work, it is possible the Council will need longer than we normally allow to respond to our correspondence.

Investigators have a caseload of complaints and I am sure you will appreciate they need to make progress with all their cases. This means they cannot always be available and sometimes may have to give other complaints priority over yours.

To help us deal fairly and efficiently with complaints, please wait until the investigator contacts you.

What you should do

We understand the complaints process can be a stressful experience. But there are a few things we need you to know about how we work. Please read the attached factsheet. It also explains what we can do if you need extra help to use our service. You can let us know at any time if you need extra help as we want everybody to be able to use our service.

Every complaint is important. Whatever the decision on your complaint, I can assure you we will properly and impartially consider it.

Yours sincerely

A black rectangular redaction box covering the signature of Mrs K Sykes.

Mrs K Sykes
Director of Investigation

Enc: Fact sheet G2 - How the Ombudsman will investigate your complaint