



Local Government &
Social Care
OMBUDSMAN

Improving Complaint Outcomes

Donna Campbell

Assistant Ombudsman

Local Government and Social Care
Ombudsman

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Annual Review of Adult Social Care Complaints 2024-5

- Adult caseload rose by 8%
- Largest area of work: assessment & care planning followed by charging
- 79% upheld rate (residential care highest upheld rate)
- People who arrange their own care (self funders) under-represented.
- 99% compliance with recommendations



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Improving complaint outcomes

Our **recommendations** are intended to put the person back in the position they were in before the fault occurred. We may recommend:

- > Apology
- > Financial redress
- > Procedural changes
- > Staff training
- > Reassessment
- > Reimbursement

[Guidance on Remedies - Local Government and Social Care Ombudsman](#)



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Improving complaint outcomes

Compliance

- Write to Chief Executive
- Arrange to meet with the Council/Care Provider
- Agreeing additional time
- Consider a public interest report or Adverse Findings Notice
- Open a new case to consider failure to provide an agreed remedy
- Stopping the compliance process if the recommendations are unachievable