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Sent: 23 July 2013 09:53
To: Nicky Watson
Subject: LGO Link newsletter - July 13

LGO Link

Keeping Link Officers up-to-date on developments at the LGO

July 2013

Annual review letters

Our annual review letters were sent out last week; if you haven't received yours please [email](#) us.

We've received queries from some councils about the statistics and the process, so have decided to put together answers to the most common questions being asked for all councils to see.

1 Will you be providing any other statistics or more detailed data?

No, this year we will only provide the number of complaints received. During the last 12 months we have made considerable changes to our business processes. As a result we do not have a consistent set of data for the entire year so are not able to provide the same level of data as in previous years. However, our annual letters next year will provide more detailed statistics.

2 The number of complaints you've quoted in your letter doesn't tally with the statistics we've recorded. Can you give us more information so we can check?

We understand that our figures may not always match the data collected by local authorities. However, we are satisfied that the figures provided in your annual letter accurately reflect the data we hold for the last 12 months. As a result we will be unable to provide any more information about them.

3 In previous years you sent us draft data to comment upon. Why hasn't this happened this year?

The approach taken in previous years diverted a significant amount of resource from our core work of resolving individual complaints that are raised

by the public. We have ensured that our data accurately reflects the work of our organisation. Whilst it may not match data held by local authorities we are satisfied that the annual letters correctly record the data we hold.

4 What's included in the complaint figure?

The figure we have provided for 'complaints received' does not include enquiries we received or any matters referred to us prematurely.

5 How can we help shape the future content of the annual review letters?

We remain committed to sharing information about your council's performance and providing data which helps local authorities continuously improve the way they handle complaints.

We have launched a [consultation](#) on the future format of our annual review letters. This is your opportunity to highlight how you think our data can best support local accountability and service improvements so please respond as soon as you can.

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