

## London Borough of Croydon

### Report of Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman has issued a report following its investigation of a complaint against London Borough of Croydon. The complaint was about Education & Children's Services.

The Ombudsman found that there had been fault on the part of the Council, and this had caused injustice to the complainant.

The Council must now consider the report and tell the Ombudsman within three months what it proposes to do.

Due to the Coronavirus Pandemic and the current restrictions in place, any persons wishing to inspect the report may review this online on the Croydon Council website or request one free of charge for three weeks starting on 1 March 2021 by contacting The Complaints Resolution Team by emailing: [complaints@croydon.gov.uk](mailto:complaints@croydon.gov.uk) or by telephoning: 0208 726 6000 ext 50115.

Anybody is entitled to a copy of the report or extracts from it.