

## 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 about London Borough of Croydon. The complaint was about *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 London Borough of Croydon has agreed to take action which the Ombudsman regards as providing a satisfactory remedy for the complaint.

The Council must now consider the report and tell the Ombudsman within three months (or such longer period as the Ombudsman may agree) what it proposes to do.

Copies of the report will be available and 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 23 May 2022 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.