

21 June 2010

Mr D Patterson
Chief Executive
London Borough of Bromley
DX 5727
BROMLEY

Our ref: JM/DP/JIL/ap

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

Dear Mr Patterson

Annual Review 2009/10

I am pleased to enclose a copy of this year's annual review, summarising the complaints about your authority that my office has dealt with over 2009/10. I hope you find it a useful addition to other information you have on how local people experience your services.

The review is in two sections. The first section concerns complaints about your authority and the second provides a general update on LGO developments. This is the first annual review since I took up post in January so I would particularly welcome any comments you have on the format as well as the content.

The annual reviews are public documents and will be published on our website (www.lgo.org.uk) together with our press release and a summary of statistics for all local authorities. We will not publish until three weeks after the date of this letter to give you an opportunity to consider the review first and alert us to any changes you feel should be made. If any material factual inaccuracy is found we will reissue it.

The review will be of interest to council members and officers and I would be happy to consider requests for me or a senior colleague to visit the authority to present and discuss it further.

For some years now we have held an annual seminar for local authority complaints officers. This year's seminar will be held on 11 and 12 November and will be of particular interest to newly appointed ombudsman link officers, local authority complaints officers and investigators. The seminar will give officers a good appreciation of how LGO staff deal with complaints on a day-to-day basis so that they are better able to deal with Ombudsman complaints. Places are limited so please contact Louise McCaig at L.mccaig@lgo.org.uk for further details as soon as possible.

A copy of this letter and the review will also be sent to you electronically.

Yours sincerely



Dr Jane Martin
Local Government Ombudsman

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