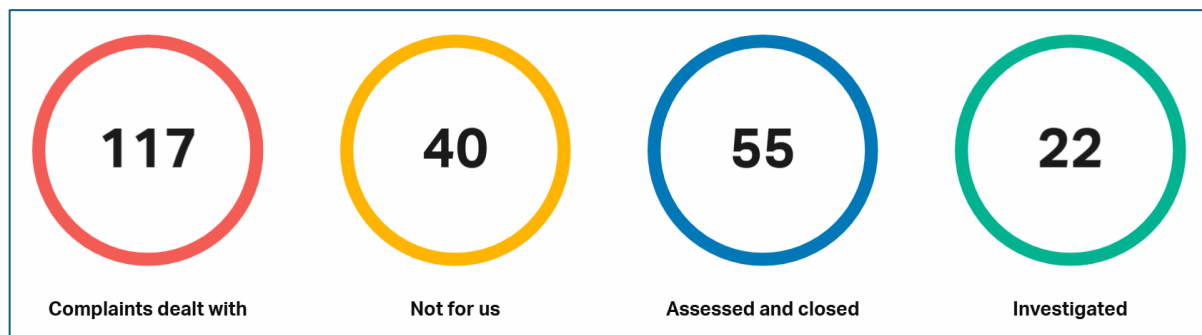


Local Government and Social Care Ombudsman Annual Review 2025-26

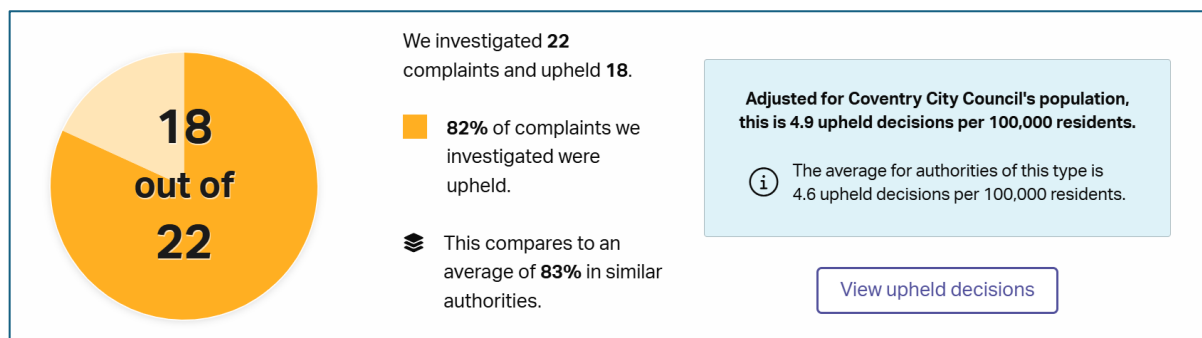
– Coventry City Council

Complaints Received



This compares with 101 complaints received by the LGSCO in 2024-25, of which 26 were referred back for the Council to investigate, 53 were assessed and closed following the LGSCO's initial enquiries, and 22 were investigated.

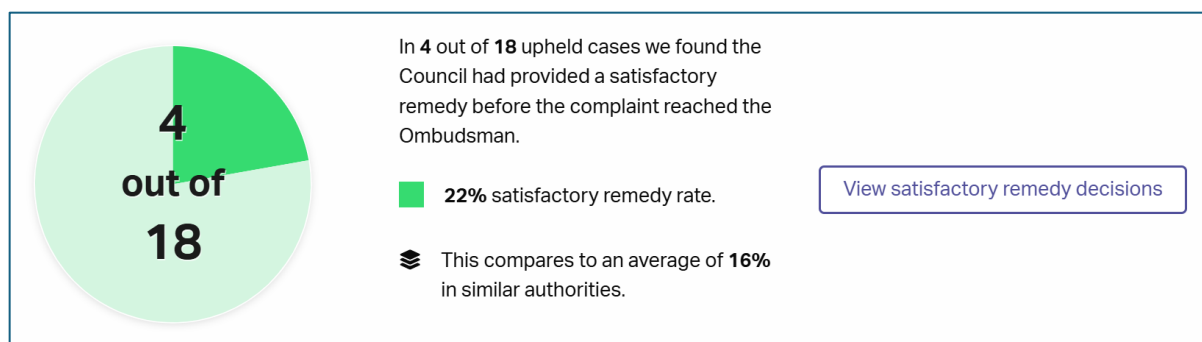
Complaints Upheld



This compares with 17 upheld out of 22 investigated, or 77%, in 2024-25.

[Decision results - Local Government and Social Care Ombudsman](#)

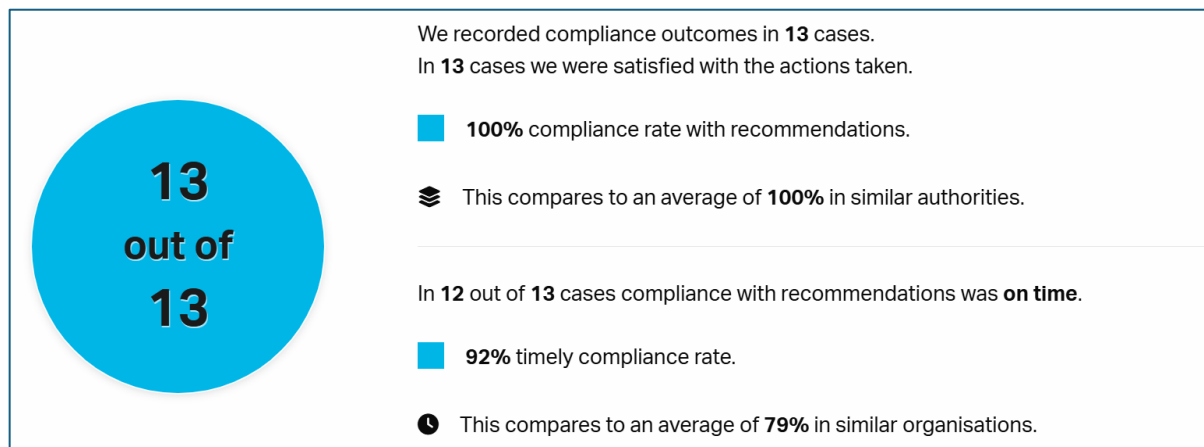
Satisfactory Remedies provided by the Council



This compares with 2 out of 17 where Coventry had provided a satisfactory remedy before the complaint reached the Ombudsman in 2024-25.

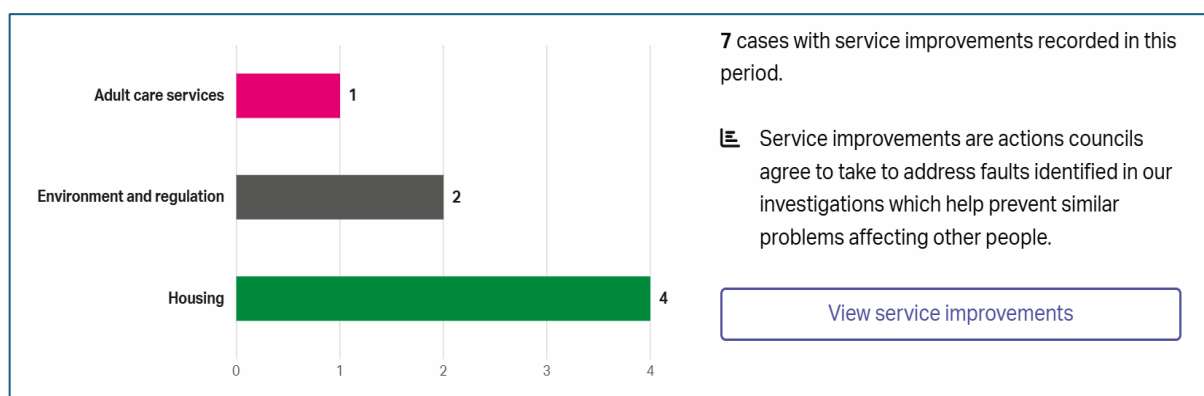
[Decision results - Local Government and Social Care Ombudsman](#)

Compliance with Ombudsman recommendations



This compares with 14 compliant out of 14 recommendations (100% compliance rate) in 2024-25.

Service improvements



7 cases with recorded service improvements is identical to that recorded for 2024-25, although the split between services was slightly different (2 x Adult Social Care; 1 x Childrens Social Care; 3 x Education; 1 x Housing)

[Service Improvement results - Local Government and Social Care Ombudsman](#)