



Ministry of Housing,  
Communities &  
Local Government

**Baroness Taylor of Stevenage**  
*Parliamentary Under-Secretary of State for  
Housing and Local Government*  
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Council Leaders

27<sup>th</sup> August 2025

Dear all,

I have today published the Government's response to the Local Government and Social Care Ombudsman's ("LGSCO") Triennial Review, which made several recommendations to central government about changes to the legislative framework the LGSCO operates under. This response can be found on [gov.uk](https://gov.uk).

To support councils with complaints handling, the LGSCO published a new and significantly improved Complaint Handling Code ("the Code") in April 2024. Since then, the LGSCO has been working with a pilot group of councils to better understand the impact of the Code and to develop best practice guidance for the sector. One of the Triennial Review's recommendations proposed requiring all councils to comply with the Code's standards.

Good complaint handling is a key part of keeping the needs of residents at the heart of the important work that councils do. Local councils deliver public services that are vital to their residents and sometimes, even in the best-run organisations, things go wrong. When that happens, it's crucial that councils and other public bodies can quickly recognise the fault, put things right for the affected residents and, if necessary, make systemic changes, to ensure the fault does not happen again.

The Code sets out standards on how to implement fair, effective and transparent complaint handling processes, to ensure that residents' concerns are properly heard and responded to, and to support councillors in properly scrutinising how their organisation learns from its mistakes to improve service delivery.

The government has committed to ensuring that decisions with local implications are taken locally. The LGSCO has made a compelling case for the benefits of implementing the Code's standards in a local council's own complaints procedures, to help improve standards in complaint handling and to drive consistency across the sector. However, I believe that local councils are best placed to decide whether to adopt the Code for themselves.

I would encourage all councils to consider adopting the Code into their own complaint handling processes, and to consider further how best they can ensure that residents' voices are heard during the day-to-day delivery of public services. I would like to thank the pilot group of councils for working with the LGSCO to further refine the Code.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Taylor', is centered on the page. The signature is fluid and cursive, with a large initial 'J' and a trailing flourish.

**BARONESS TAYLOR OF STEVENAGE**

Parliamentary Under-Secretary of State for Housing and Local Government