

Role of the Local Government and Social Care Ombudsman

The LGSCO's role is to independently and impartially investigate complaints from members of the public alleging they have suffered injustice as a result of maladministration and / or service failure, and where fault is found, provide recommendations to remedy injustice. It is a free service to the complainant.

The LGSCO can investigate individual complaints about councils, all adult social care providers including care homes and home care agencies) and some other public service organisations. If it decides to investigate, it looks at whether organisations have made decisions in the right way.

The LGSCO will consider complaints from people whose social care is funded or partly funded by the council and from people who 'self-fund' from their own resources, and it will ensure that everyone has access to the same independent Ombudsman Service, regardless of how the care service is funded.

The Local Government Ombudsman's recommendations aim to put complainants back into the position the complainant was in before the maladministration or injustice occurred.

The LGSCO additionally offers a range of guidance and focus reports to support complaint handling and to raise awareness and learning of national issues, including; [Principles of Good Administrative Practice](#), [Managing unreasonable actions by complainants](#), [Guidance on Remedies](#), [Focus Reports and Good Practice Guides](#), and [guidance for Councillors and MPs](#).