

APPENDIX 3B



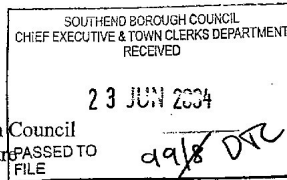
The Commission for
Local Administration in England

Tony Redmond
Local Government Ombudsman

Peter MacMahon
Deputy Ombudsman

22 June 2004

Mr J K M Krawiec
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Dear Mr Krawiec

Annual Letter 2003/4

In January, I wrote to tell you about the results of a pilot exercise that I and my colleague Ombudsmen carried out last year. We had sent a letter to a representative sample of local authorities spelling out the details of complaints we had determined during the year and drawing any lessons we thought appropriate in respect of the Councils' performance, their complaints-handling arrangements generally, and how lessons might be fed back into service improvement. We also explained our intention to send a similar annual letter to all councils this year.

So I am writing now to give you my reflections on the complaints received against your authority and dealt with by my office over the last year. I hope that you will find this letter useful.

In addition to this narrative there are two attachments which form an integral part of the letter: statistical data covering a three year period and a note to help the interpretation of the data.

Complaints received

During the year 46 complaints were received by my office. These were made up of a small number of a wide range of types of complaint. There was a reduction of about 27% complaints overall since last year. The largest drop was in complaints about highways and planning. In each of these categories, the number of complaints was about half that received the previous year.

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