Leicestershire County Council

Corporate Complaints and Compliments Annual Report

2025 - 2026



Executive Summary

This report summarises compliments, complaints and Local Government and Social Care Ombudsman activity relating to Leicestershire County Council during 2025/26. It outlines customer contact, complaint outcomes, response performance and how learning is being used to improve services.

The Council continues to deliver a wide range of statutory and discretionary services in a challenging environment, with rising demand and ongoing financial pressures. In 2025, there were more than 9.6 million contacts across e-forms, emails, telephone calls, web views and visits to County Hall. Given the scale and breadth of the Council's contact with residents, formal complaints continue to represent a small proportion of overall interactions. This provides important context for the complaint volumes reported, while recognising that each complaint remains a valuable opportunity to understand residents' experiences, resolve issues and improve services.

However, overall demand increased during 2025/26, with both complaints and compliments rising. Compliments increased significantly, particularly for Libraries, Heritage and Museums. Corporate complaints also increased, with the highest volumes relating to Children and Family Services and Environment and Transport. Special Educational Needs and SEN transport were the two highest complaint areas, with SEN notably higher than SEN transport.

Most Stage 1 Corporate Complaints were answered within the Council's maximum 40-working-day timescale, although fewer met the 10-working-day response aim. Stage 2 complaints increased substantially and response times declined, indicating greater dissatisfaction after the initial response and additional pressure on the process.

Complaint outcomes show the importance of learning from feedback. In 2025/26, 47% of Stage 1 and 42% of Stage 2 Corporate Complaints were upheld. The Council has reviewed areas with higher escalation, particularly SEN, and introduced new complaint response templates to support more consistent, thorough and clearly structured responses, with quality checks by the Complaints Team.

Ombudsman activity also provided external assurance and learning. Complaints and enquiries relating to Leicestershire increased, although decisions reduced slightly. Upheld cases fell from 33 to 25, the upheld rate per 100,000 residents improved, the Council complied with all Ombudsman recommendations, and no public reports were issued.

Overall, the report shows increasing complaint demand, while most complaints continue to be resolved through the Council's own procedures. The findings reinforce the need for early resolution, clear communication, timely responses and effective use of feedback to improve services. The Council will continue to strengthen complaint handling practice and use feedback from residents, service users and the Ombudsman to improve quality and consistency.

Background

Complaint Policies

The Council manages complaints using one of three policies and associated processes, these are:

1. Adult Social Care Complaints Policy

This policy follows legislative requirements and applies to adult social care services provided by or arranged by the Council. This is a two-stage statutory process (with the Ombudsman being the second stage) and may include (but not limited to) complaints relating to assessment of need, provision of services, delays, or decisions made under the Care Act 2014.

2. Children's Social Care Complaints Policy

This policy follows legislative requirements and applies to children's social care services provided by or arranged by the Council. This is a three-stage statutory process and may include (but not limited to) complaints regarding care planning and placement, services to children in need, child protection, fostering and adoption.

3. Corporate Complaints Procedure

This procedure is for complaints where the above two named statutory processes do not apply. The Corporate Complaints Procedure may not be used where exemptions apply, for example court proceedings or a tribunal process, or where other routes exist, for example, to report a pothole.

These policies can be found on the Council's Internet
www.leicestershire.gov.uk/about-the-council/contact-us/complaints-and-comments

Complaint Handling Structure

The Council operates a shared complaint handling model, where cases are received centrally and passed to individual services to investigate/respond to, with the central team then issuing the Council's response to the complainant. The central team provides support and guidance to services, the key services offered are:-

1. Complaints advice and support
2. Production of Performance Reports

3. Liaison with the Local Government and Social Care Ombudsman
4. Quality assurance of complaint responses
5. Complaint handling training for operational managers
6. Scrutiny and challenge to complaint responses

Assistance continues to be routinely provided to Service Managers and other associated managers in drafting responses to complaint investigations. This helps ensure a consistency of response and that due process is followed.

Overall Demand

Figure 1 below shows the demand, split by case type, for the last five reporting periods, whereas Figure 2 provides information regarding the percentage change.

There is a rising trend in overall demand across the four reporting periods, with the total demand increasing by 9% between 2024/25 and 2025/26.

The latest reporting period shows a shift in demand profile compared with the previous year. In 2024/25, most case types reduced, with complaints down 12%, ASC statutory complaints down 14%, Children's statutory complaints down 8%, compliments down 7% and LGSCO cases down 20%; enquiry cases were the only area of notable growth at 18%.

In 2025/26, this pattern reversed for several categories: complaints overall increased by 27%, compliments rose significantly by 63% and ASC statutory complaints increased by 12%, while enquiry cases fell by 18%. The Local Government & Social Care Ombudsman (LGSCO) and Children's statutory complaints continued to reduce, but at a much slower rate than in 2024/25.

Please note that each complaint stage is counted individually and Enquiry Cases are those matters that are either informally resolved, a first-time request for a service or require signposting to other organisations or to other routes for redress.

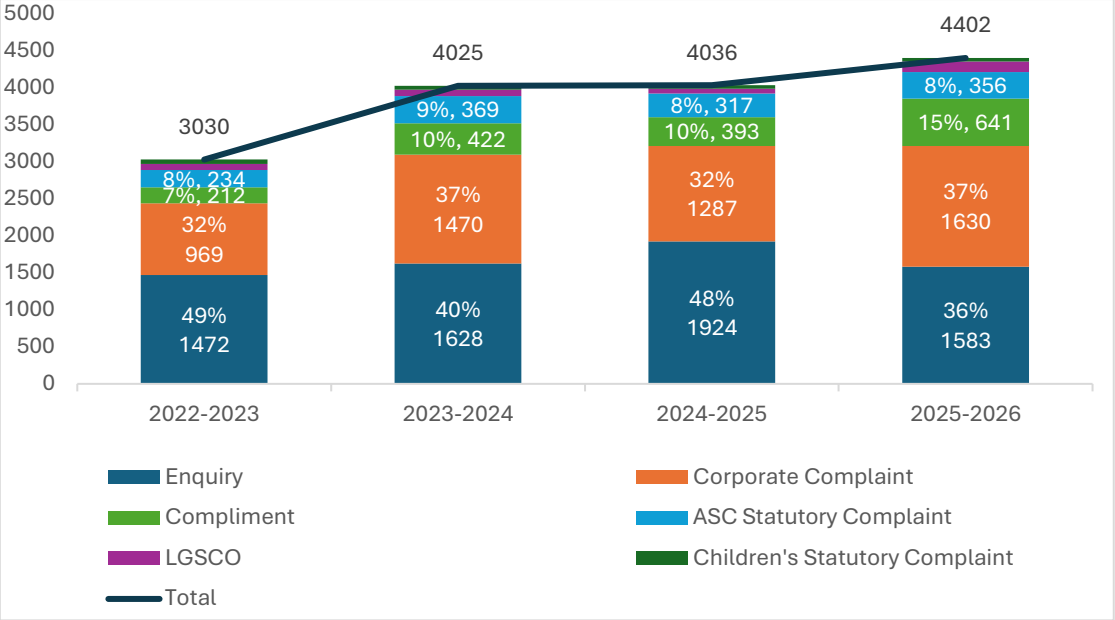


Figure 1 – chart showing demand (cases received), by case type, for each reporting period.

Case type	2021/2022 to 2022-2023	2022-2023 to 2023-202	2023-2024 to 2024-2025	2024-2025 to 2025-2026
Enquiry growth vs PY	2%	11%	18%	-18%
Complaint growth vs PY	65%	52%	-12%	27%
Compliment growth vs PY	-35%	99%	-7%	63%
ASC Statutory Complaint growth vs PY	16%	58%	-14%	12%
LGSCO growth vs PY	52%	2%	-20%	-6%
Children's Statutory Complaint growth	22%	-15%	-8%	-4%

Figure 2 - percentage change in case types for each reporting period

Compliments

The number of compliments received in 2025/2026 compared to 2024/2025 increased by 63% (248). The Adults and Communities department (as was named within these reporting periods) has consistently presented as the top department receiving compliments throughout the reporting periods shown. From a service perspective, Libraries, Heritage and Museums (a service within the Adults & Communities Department) received 63% of the 641 received in 2025/26. This

service has received the most compliments in the last three reporting periods, reflecting the value residents place on this provision.

Analysis of the compliments shows that positive feedback is strongly linked to the quality of residents' interaction with staff and volunteers. Common themes include kindness, helpfulness, professionalism, clear guidance and well-organised services. Compliments were particularly evident in libraries, heritage and museums, reflecting the value residents place on accessible community activities and positive cultural experiences. Feedback also highlighted appreciation for responsive support in education, adoption, registration, environmental and health-related services. Work was completed throughout the year to encourage compliments, including training across services on recording compliments and QR codes being placed in libraries to encourage service users to provide feedback. Overall, the compliments demonstrate that residents value services that are personal, practical, welcoming and delivered with care.

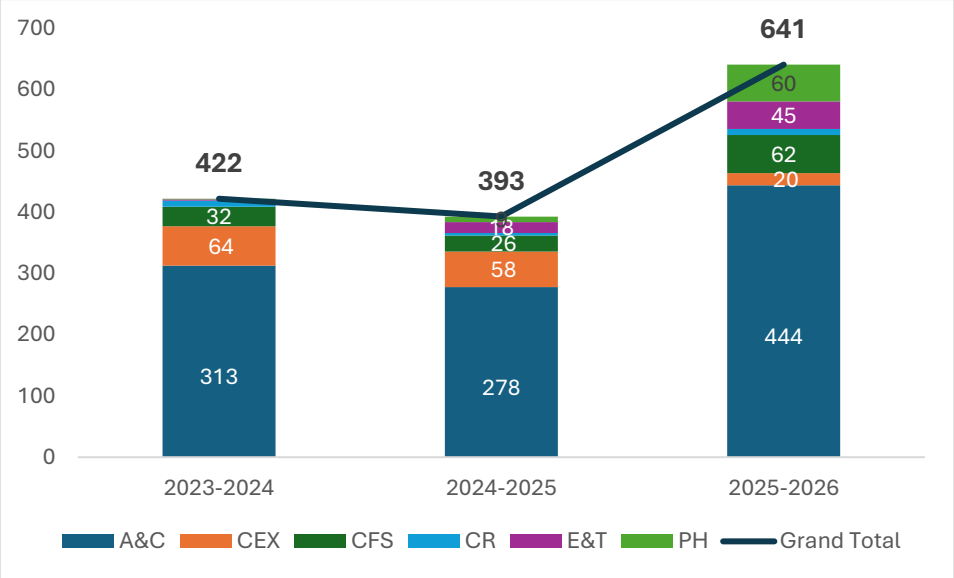


Figure 3 – Chart showing the number of compliments received by department for each reporting period.

All Stage 1 Complaints

Figure 4 shows how stage 1 complaint volumes reduced significantly between 2023/24 and 2024/25 before increasing during 2025/26.

Corporate Complaints continue to represent the largest complaint category, accounting for the majority of all Stage 1 complaints. While Corporate Complaints

increased in 2025/26 compared with the previous year, volumes remained below 2023/24 levels.

Adults social care and adults statutory complaints combined have increased overall in 2025/26 by 22 complaints but still remains lower than 2023/24 numbers.

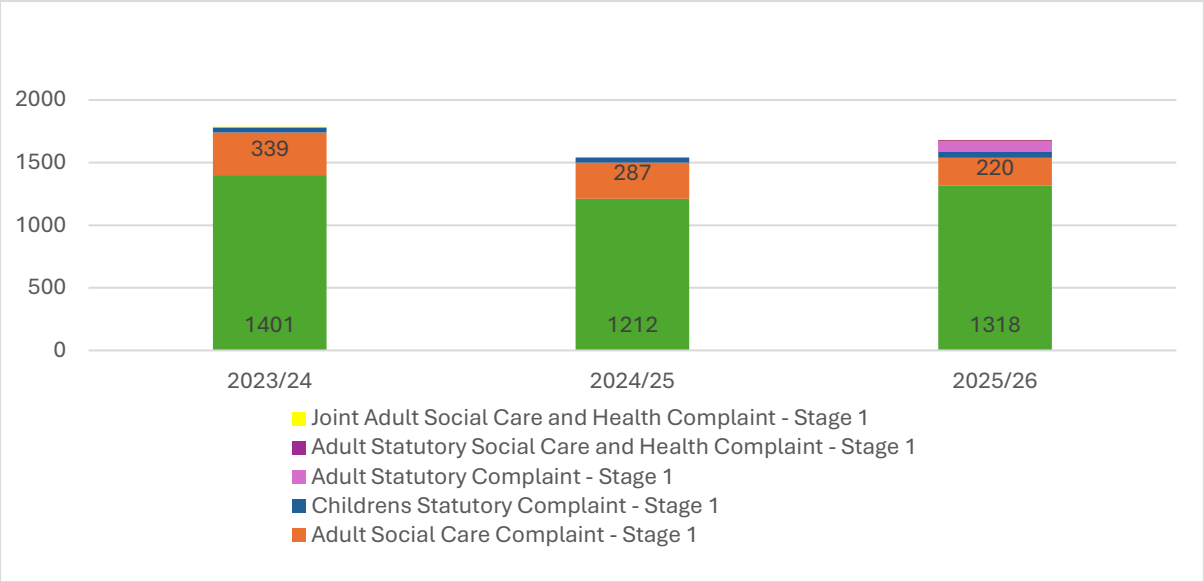


Figure 4 – Stage 1 complaints by stage for each reporting year.

Figure 5 shows that, when complaint volumes are adjusted for population size, the overall rate of Stage 1 complaints per 100,000 residents reduced between 2023/24 and 2024/25 before increasing again in 2025/26.

Although the latest year shows an increase of 15 complaints per 100,000 residents compared with 2024/25, the rate remains below the 2023/24 level. This suggests that, while complaint demand has increased in the most recent reporting period, the longer-term position is still lower than the peak seen two years ago. The annual population increase of around 12,000 residents also provides important context, as the Council is serving a growing population while complaint rates remain below the previous high point.

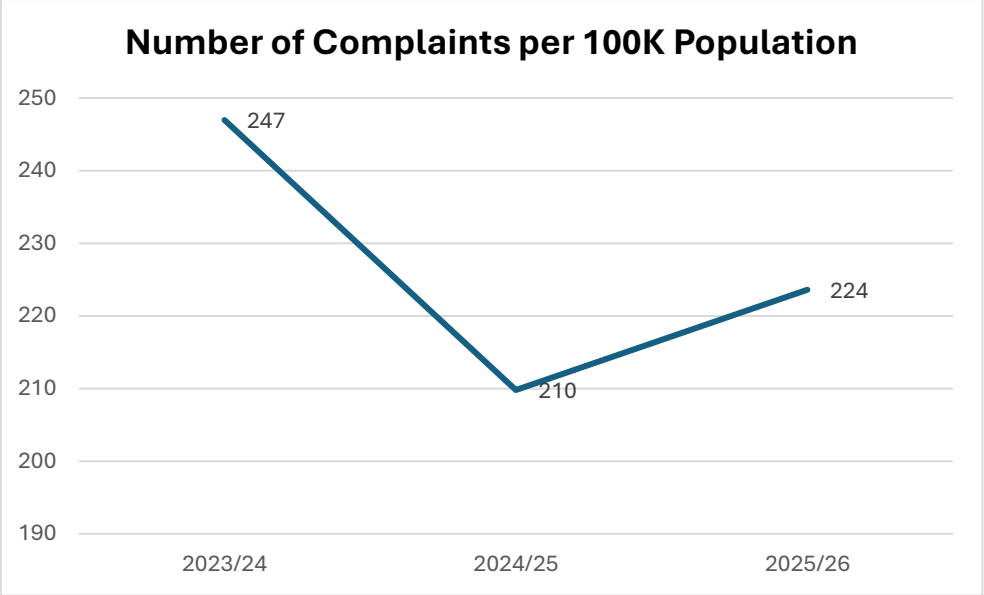


Figure 5 – Complaints per 100,000 within Leicestershire population

There was a total of 188 complainants who made more than 1 stage 1 complaint between 01/04/2025 and 31/03/2026. Generally, service users who have made more than 1 stage 1 complaint, have done so for different services and unrelated issues.

Corporate Complaints

Stage 1 Corporate Complaints

Figure 6 shows that the number of Stage 1 Corporate Complaints received has increased to 1,310 in 25/26 (1,210 in 24/25) and remains concentrated in two departments: Children and Family Services and Environment and Transport.

Children and Family Services recorded the highest volume in 2025/26 and has shown a gradual increase over the three-year period, while Environment and Transport remain the second largest source but is below the 2023/24 level.

Other departments continue to account for a much smaller proportion of complaints, indicating that overall performance is influenced by trends within these two high-volume service areas.

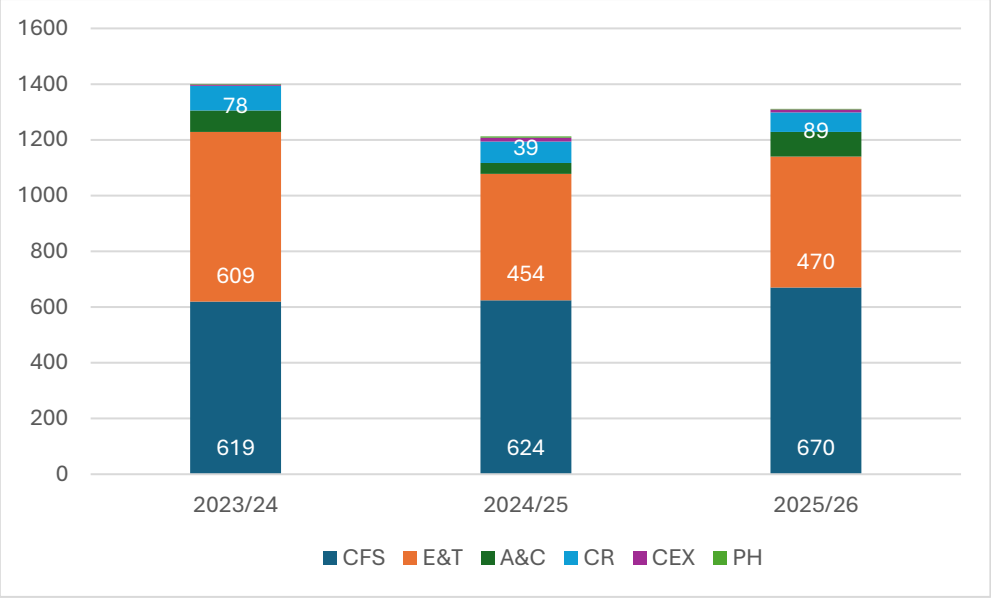


Figure 6 – Stage 1 corporate complaints by department

Stage 1 Corporate Complaints – Responsiveness

The Council's policy states we aim to reply to a corporate stage 1 complaint within 10 working days, but this can be extended up to a maximum of 40 working days.

Figure 7 shows that performance against the 10-working-day response aim has reduced over the three-year period, indicating that Stage 1 Corporate Complaints are taking longer to resolve. However, most complaints continue to be answered within the maximum 40-working-day period, with the proportion exceeding this limit remaining relatively stable at around 10%. This suggests that while early responsiveness has weakened, overall compliance with the maximum response timeframe has been broadly maintained despite increased complaint volumes.

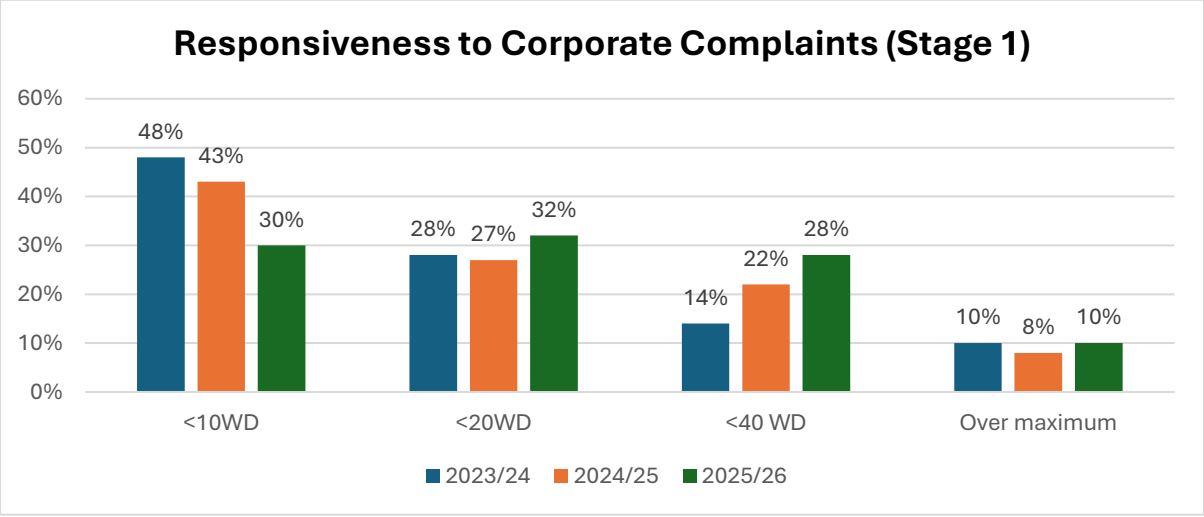


Figure 7 – responsiveness to stage 1 corporate complaints

Stage 1 Corporate Complaints – Decided

The chart below shows the top 5 complaint areas which have achieved an outcome, meaning where a decision has been made to either uphold or not uphold the complaint. The five most common complaint categories accounted for 551 of the 1,309 Stage 1 Corporate Complaints closed during 2025/26 (42.1%). Special Educational Needs Assessment (SENA) was the largest individual complaint category, with 299 complaints (22.8% of the total). Children's and SEND-related services dominated the highest-ranking complaint reasons, with SENA, Child Protection, School and SEN Transport, and SENA School Place collectively accounting for 385 complaints, representing 29.4% of all complaints closed during the year. Highway Repair and Maintenance was the fifth most common complaint category and the highest-ranking issue outside Children's Services. The concentration of complaints within a small number of service areas highlights where improvement activity is most likely to have the greatest impact on reducing future complaint volumes. There has been improvement work across both SEN and SEN Transport, resulting in reduced delays. However, there will be a lag before the full impact is reflected in performance data, with further improvements expected to become evident throughout FY 2026/27.

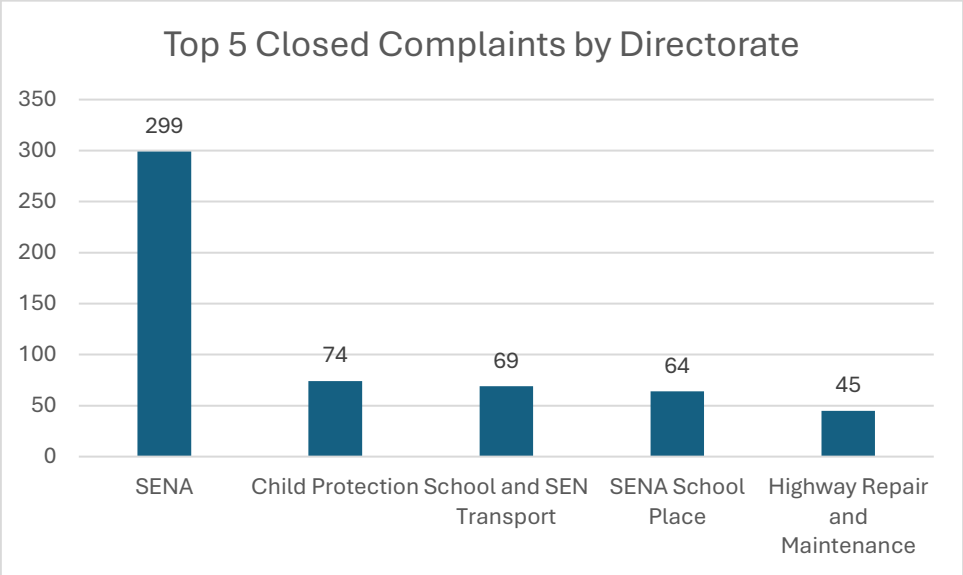


Figure 8 – top 5 complaints closed by directorate

The graph below shows during 2025/26, almost half (47%) of all Stage 1 Corporate Complaints were upheld, which is a reduction from 48% in 2024/2025 meaning the Council has seen an increase in the number of upheld cases with a small decline in the upheld rate.

A further 30% of complaints were investigated and concluded with no fault found, providing assurance that services had acted appropriately in a significant proportion of cases.

Neutral outcomes, including no finding and response given with no further action, accounted for 18% of closed complaints, while only a small number of cases were withdrawn (1%) or redirected to an alternative route of redress (4%).
Overall, the data demonstrates that the majority of complaints progressed through a full investigation process and resulted in a clear outcome for the complainant.

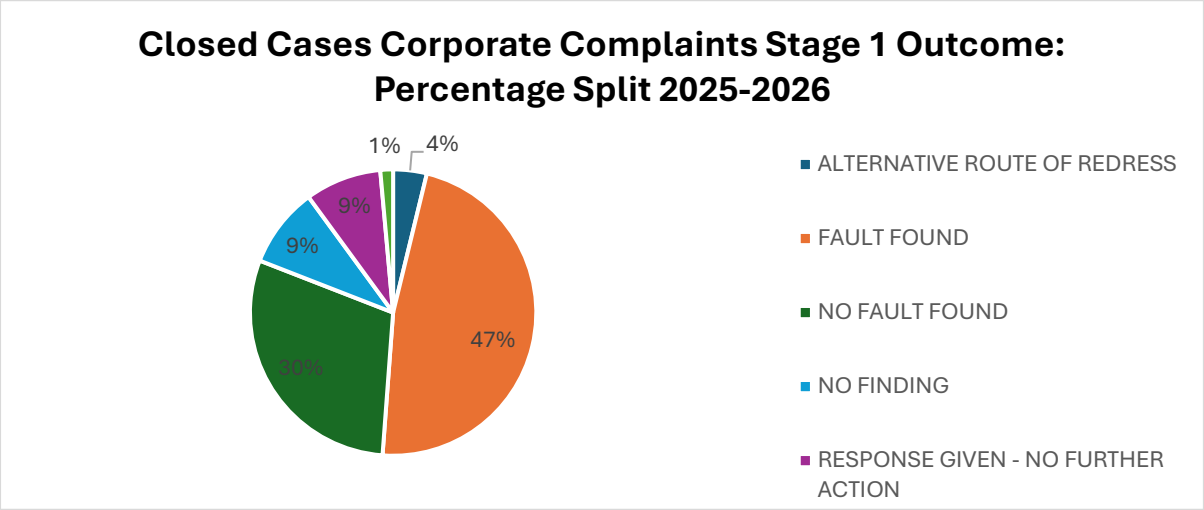


Figure 9 – stage 1 complaint outcomes

Stage 2 Corporate Complaint – Volumes

The graph below shows the number of Stage 2 corporate complaints increased significantly during 2025/26, rising to 218 cases compared with 74 in 2024/25. The increase was driven largely by CFS, which accounted for 159 Stage 2 complaints and approximately 73% of all escalated complaints.

While Stage 1 complaint volumes increased only modestly during the year, the proportion progressing to Stage 2 rose substantially from around 6% to 17%. This suggests that a greater number of complainants remained dissatisfied following their Stage 1 response and highlights the importance of strengthening early resolution and response quality, particularly within CFS. Other departments experienced comparatively low levels of escalation and had a limited impact on the overall trend.

The Complaints & Information Manager completed a review of all SEN complaints to understand why complaints were moving to Stage 2. During this exercise, a large portion of the complaints had been completed correctly but there were a small number of complaints where escalation to Stage 2 could have been mitigated.

Following this the team have created new complaint response templates for use across the organisation. These templates provide structure to complaint responses and ensure each point has been thoroughly investigated. These are then quality checked by the complaints team before being issued.

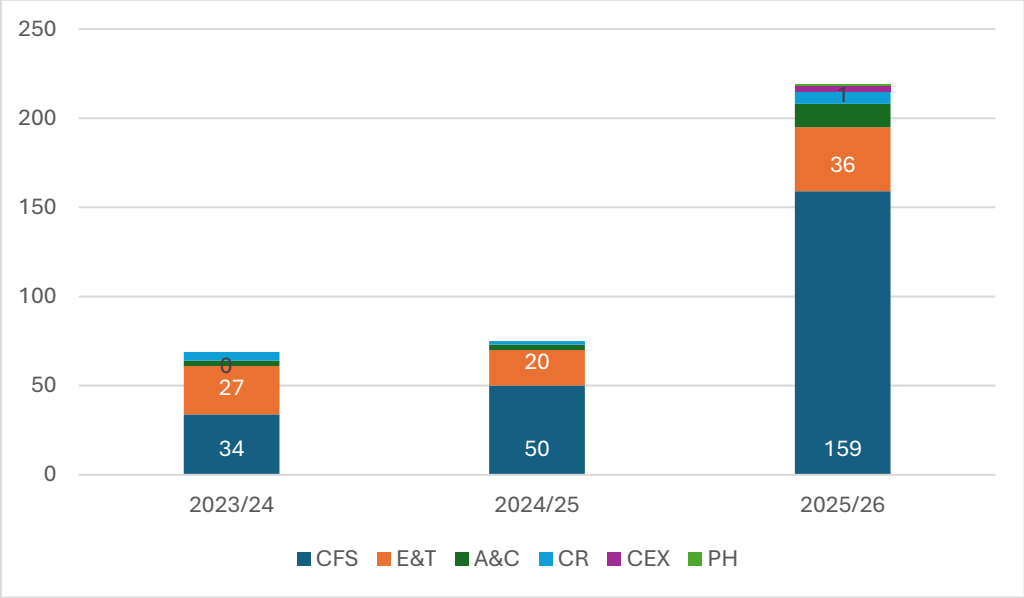


Figure 11 – stage 2 corporate complaints by department

Stage 2 Corporate Complaints – Responsiveness

The Council's policy states that stage 2 cases will be responded to within 20 working days.

Figure 12 shows a deterioration in Stage 2 responsiveness, with the proportion of complaints answered within 20 working days falling from 61% in 2023/24 to 31% in 2025/26. This means that, in the latest reporting period, over two-thirds of Stage 2 complaints exceeded the target timescale. The decline should be viewed alongside the significant rise in Stage 2 volumes, which placed additional pressure on the complaints process and likely contributed to longer response times.

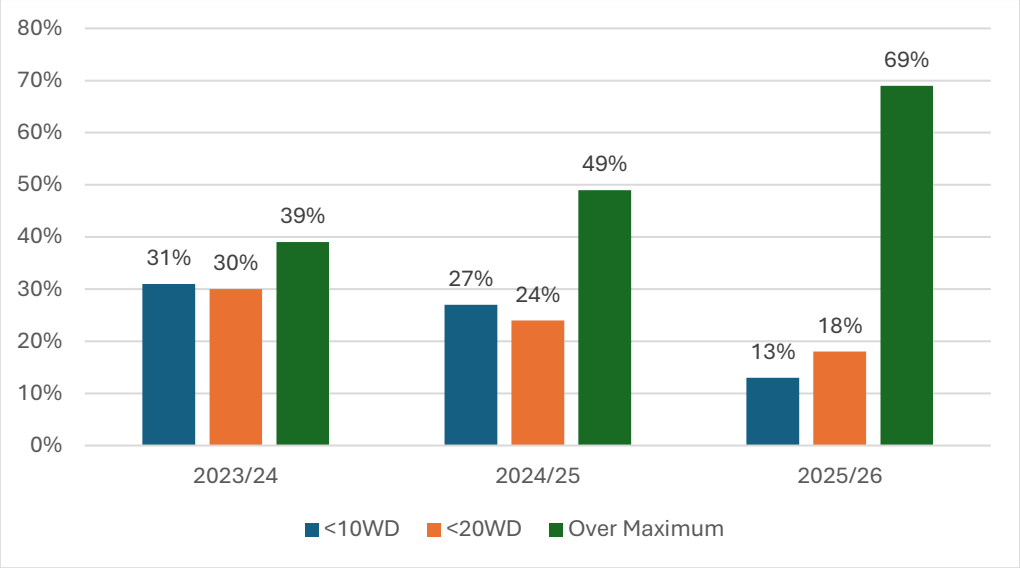


Figure 12 – responsiveness to stage 2 complaints

Stage 2 Corporate Complaints – Decisions

During 2025/26, 42% of Stage 2 Corporate Complaints were upheld, while 36% resulted in no fault being found. Where the complaint was upheld, the Complaints Investigator disagreed with the initial findings of the stage 1 complaint, where no fault was found this indicates the Complaints Investigator agreed with the initial complaints assessment and response. Together, these outcomes accounted for 78% of all closed Stage 2 complaints, demonstrating that most investigations reached a clear conclusion.

A further 19% resulted in either no finding or a response being provided with no further action required. Very few complaints were withdrawn (1%) or redirected to an alternative route of redress (2%). The outcomes indicate that Stage 2 continues to provide both an important safeguard for complainants and an effective mechanism for reviewing service decisions, with a significant proportion of escalated complaints identifying areas for learning and improvement.

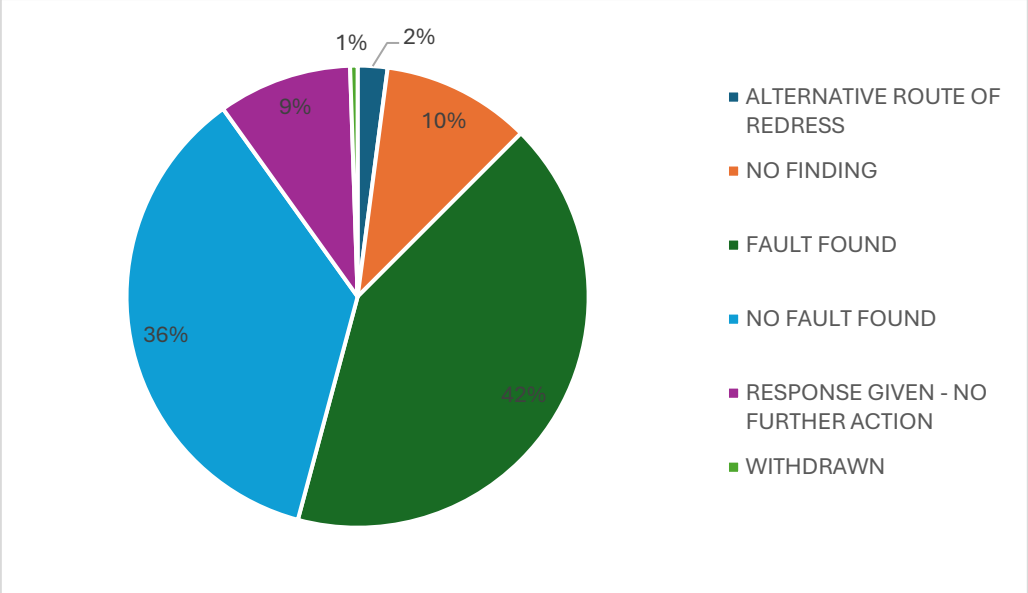


Figure 13 – stage 2 complaint outcomes

Learning from Complaints

Complaints are a valuable source of information which help to identify recurring or underlying problems and potential improvements. The Council knows that numbers alone do not tell everything about the attitude towards complaints and how they are responded to locally. Arguably, of more importance is to understand the impact those complaints have on our residents and to learn the lessons from complaints to improve the experience for others.

Lessons can usually be learned from complaints that were upheld, however, in some instances where no fault was found the Council recognises that improvements to services could still be made.

Occasionally, issues will be identified that need to be addressed over and above the original complaint. The Complaints and Information Team will always try to look at the “bigger picture” to ensure that residents receive the best possible service from the Council.

Local Government and Social Care Ombudsman (LGSCO)

The number of enquiries and complaints received means the number of new cases received in the reporting period.

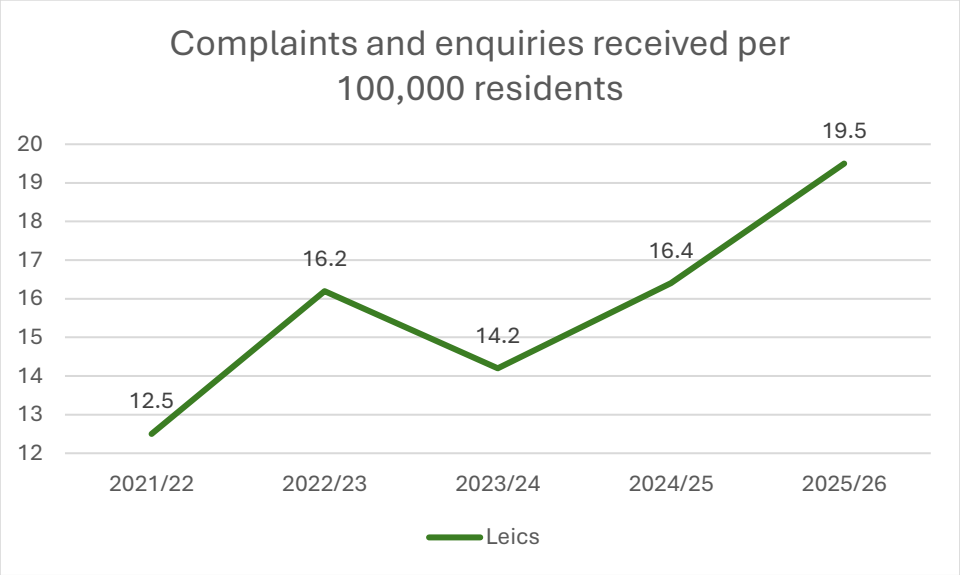


Figure 14 – LGO complaints per 100,000 residents

The number of complaints and enquiries received by the Ombudsman in respect of Leicestershire has generally increased since 2020/21, increasing from 122 (2024/25) to 146 in 2025/26. An increase per 100,000 residents is also seen.

Volume and Percentage Share by Area

Case Category	2023/24		2024/25		2025/26	
Education and Children's Services	67	64%	73	60%	83	57%
Adult Social Care	26	25%	30	25%	36	25%
Highways and Transport	8	8%	14	11%	16	11%
Corporate and Other Services	-	-	2	2%	10	7%
Environmental Services & Public Protection & Regulation	2	2%	1	1%	1	1%
Housing	1	1%	-	-		
Planning and Development	-	-	1	1%		
Other	-	-	1	1%		

Figure 15 – LGO case volumes by area

Figure 16 shows that Ombudsman complaints and enquiries continue to be concentrated in three categories. Education and Children's Services remain the largest category, increasing from 67 cases in 2023/24 to 83 in 2025/26. However, its share of total cases has reduced from 64% to 57%, suggesting that increases are also being seen across other service areas.

Adult Social Care has increased in volume, from 26 to 36 cases, but has remained stable as a proportion of total cases at 25%. Highways and Transport has also increased from 8 to 16 cases, maintaining an 11% share in the two most recent years. Corporate and Other Services has seen the most notable proportional increase, rising to 10 cases and 7% in 2025/26.

Overall, the top three categories account for between 92% and 97% of cases each year. The dominance of Education and Children's Services mirrors the profile of Leicestershire's local complaint numbers within other local authorities.

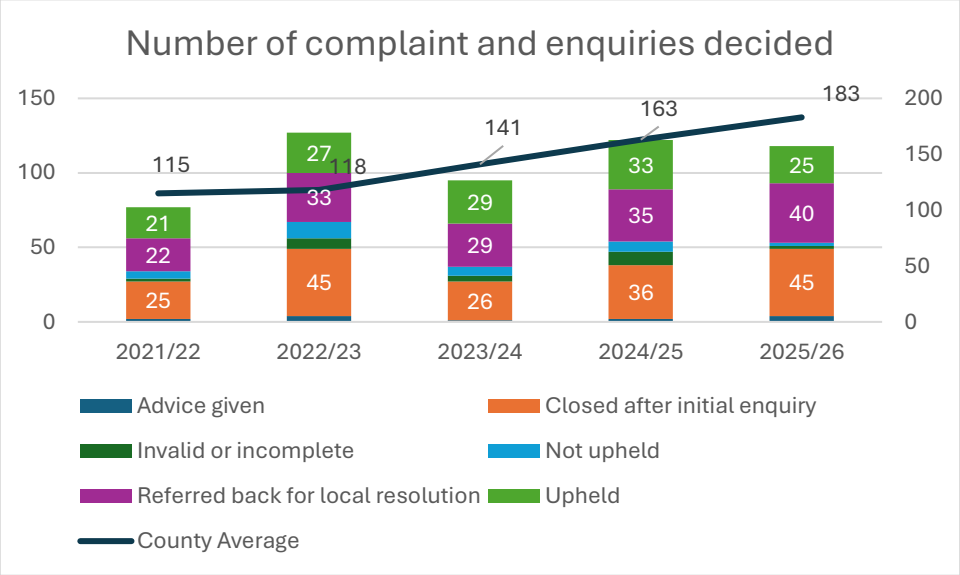


Figure 16 – complaint and enquiries decided by the LGO

For context. during 2025/26, 218 Stage 2 Corporate Complaints were received. Of these, 39 complaints were subsequently referred to the Local Government and Social Care Ombudsman, representing an escalation rate of 17.9%. A total of 25 Ombudsman decisions were issued in relation to Corporate Complaints. This equates to 11.5% of Stage 2 complaints and 1.9% of all Stage 1 Corporate Complaints received during the year, demonstrating that the vast majority of complaints were resolved through the Council's own complaints procedure without requiring an Ombudsman determination.

The number of complaints and enquiries decided by the Ombudsman in relation to Leicestershire has fluctuated over the five-year reporting period and, in each of the

last three years, has remained below the rising average. This trend continued in the most recent reporting period, with the number of cases decided decreasing by 4, from 122 in 2024/26 to 118 in 2025/26.

The key decision category is 'Upheld', as these are cases where investigations took place and the Ombudsman found fault; the next section considers upheld cases in more detail.

Complaint decisions upheld by the Local Government & Social Care Ombudsman in Leicestershire

The Ombudsman uses two key metrics in relation to upheld cases:

- 'Uphold Rate' which shows how often an organisation gets things wrong and is expressed as a percentage of the investigations the Ombudsman completes.
- Upheld decisions per 100,000 residents (metric available since 2022/23).

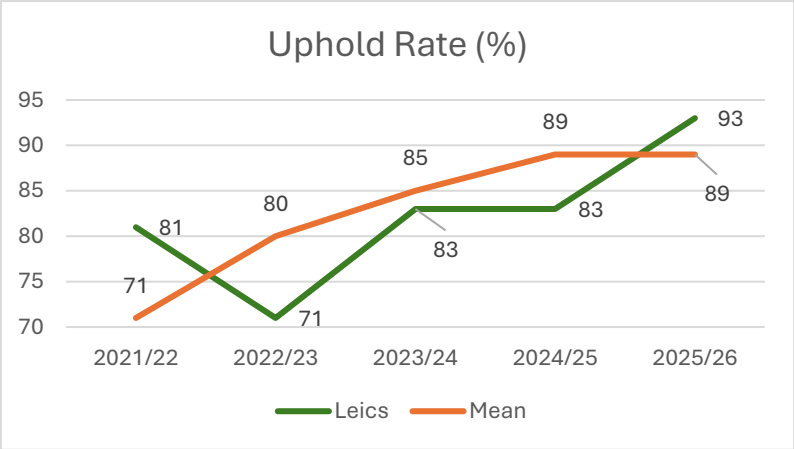


Figure 17 – LGO upheld rate

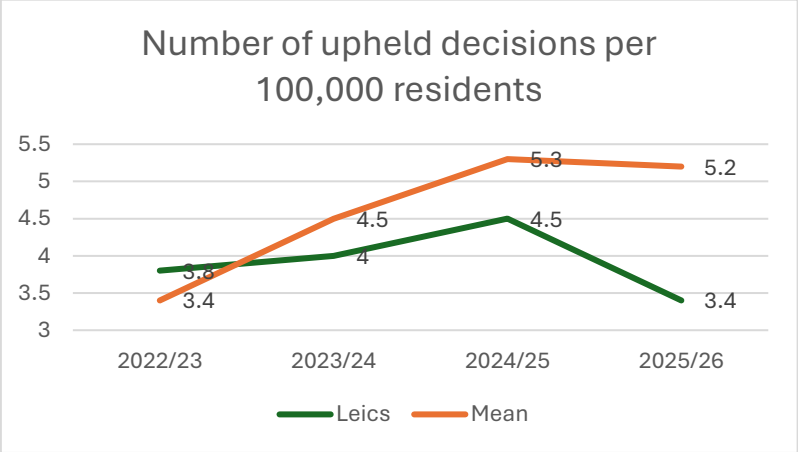


Figure 18 – upheld LGO decisions per 100,000 residents

Figure 18 shows that Leicestershire's Uphold Rate has increased from 83% in 2024/25 to 89% in 2025/26. However, this increase should be interpreted in the context of lower case volumes: the number of cases investigated fell from 40 to 27, and the number of upheld cases reduced from 33 to 25. This means the higher percentage does not reflect an increase in the actual number of upheld cases. Instead, it indicates that a greater proportion of the smaller number of investigated cases were upheld.

This highlights the importance of considering the Uphold Rate alongside the number of upheld decisions per 100,000 residents. Against this measure, Leicestershire's position has improved, reducing from 5.2 upheld cases per 100,000 residents in 2024/25 to 3.4 in 2025/26. Overall, while the percentage rate has increased, the underlying volume of upheld cases and the population-adjusted rate suggest an improvement in performance.

It should be noted that changes implemented by the Ombudsman to its investigation processes in 2022/23 have contributed to an increase in the average Uphold Rate across all complaints.

Upheld cases (25) in 2025/26 remain concentrated in Education and Children's Services, although the overall number reduced slightly from 19 to 17. Within this category, SEN-related complaints continue to dominate. Adult Care Services also saw a reduction in upheld cases, from 13 to 8, with no upheld charging cases recorded in 2025/26.

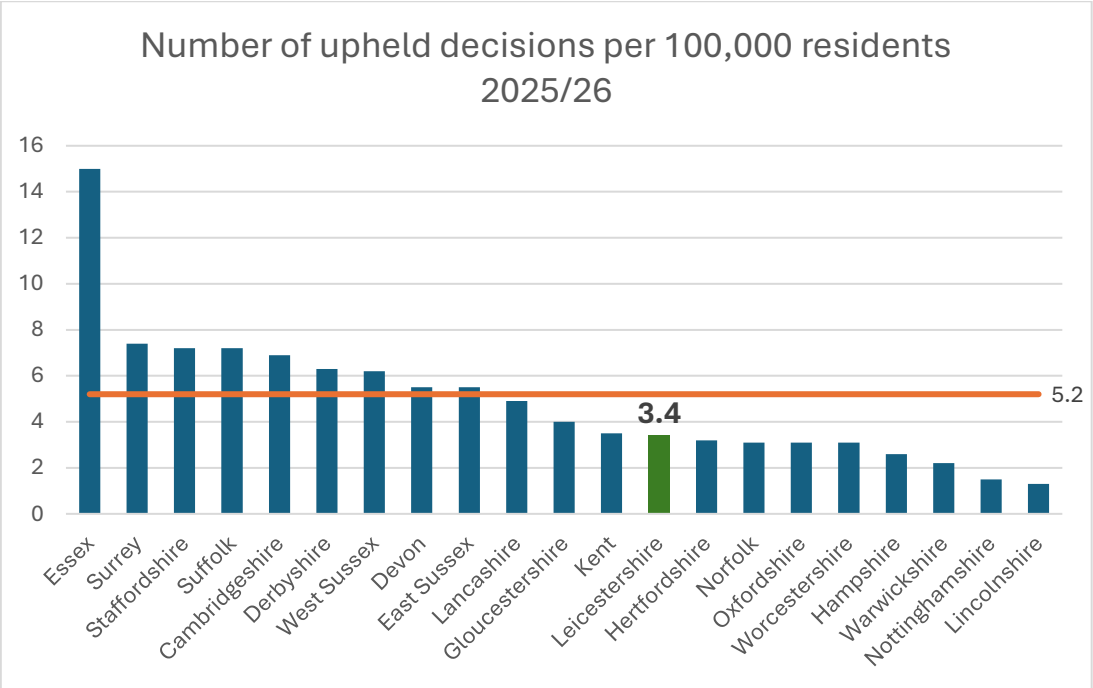


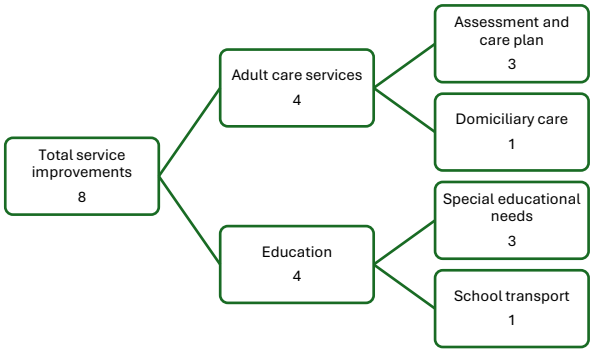
Figure 19 – Upheld decisions per 100,000 residents compared to county councils

Leicestershire's relative position improved in 2025/26, with 8 counties performing better, compared to 10 in 2024/25. It is worth noting that small numbers are involved in almost all county figures with each case investigated representing 4 or 5% for some counties. A single case can cause a noticeable swing in rate.

Service Improvements

Service improvements are actions the Council agrees to take to address faults identified in our investigations, which help prevent similar problems affecting other residents.

8 cases with service improvements were recorded in 2025/26.



Remedy Payments Recommended by the Local Government and Social Care Ombudsman

The Ombudsman may recommend a remedy in the form of a payment which may contain elements for failure to provide a service together with an element to recognise the complainants time and trouble to pursue the complaint. The table below shows the total payments made because of recommendations made by the Ombudsman.

Reporting Year	Remedy Payment Value
2022/23	£40,750
2023/24	£27,222
2024/25	£21,113
2025/26	£37,494

Appendix A – Sample of Compliments Received in 2025/26

- We had a guided tour with Francis which was great and really bought the history to life. The battle at the end was a good laugh. Thank you.
- A lovely morning at Wigston library with great crafting activities. Thank you for being so kind.
- I loved the Easter craft event at Wigston library. It was fun, exciting and I loved drawing and making things.
- The Bosworth Battlefield Heritage Centre is well worth a visit! The staff and volunteers were a credit to the site and the videos were a good way of showing the time-line of what occurred.
- The Roald Dahl craft event at Oadby Library was a very interesting theme for the kids, which they enjoyed and the staff were very helpful too.
- Thank you for being such an important part of our wedding day. Your calm presence, guidance and kindness helped us feel at ease and fully present in one of the most meaningful moments of our lives.
- Thank you Robbie Coleman for your help with the plans which were very good and for getting back to parents quickly.
- Thank you to the SENA team, my daughter started Leicester High School for Girls and has done very well. I wanted to share my gratitude in the support and faith Maya has received to help her fulfil her true potential despite her challenges.
- LOVE the bite size videos Charlotte and Thank you so much for your help and support, as always. Post-adoption is one of the very few teams at LCC that have always been so helpful. Thank you!
- We have lived here for 11 years and struggled with all the leaves on the pavement but someone recently came and cleared them onto the street and then cleared them up with a street sweeper. We are over the moon! Thank you.
- Visited Lount recycling centre with a car of mixed items, well organised and equipped site with all operatives fully engaged. As they say a good customer experience....really a job well done!
- I have just finished the 12 week weight management and it has been such a great experience, Tyrell explained things in real life making it more realistic for people to make permanent changes and loose weight. Thank you.

Appendix B – LGSCO Decisions for Leicestershire County Council 01 April 2025 – 31 March 2026

There are 25 results (please note that to maintain confidentiality, the ombudsman does not publish all decisions)

Case 1 Special educational needs 19-May-2025
We cannot investigate Mrs X's complaint the Council failed to seek advice and information from an Educational Psychologist (EP) as part of its Education, Health and Care (EHC) needs assessment of her child Y because it is connected to her appeal to the Tribunal. The Council was at fault for not issuing Y's plan within the statutory timescales. The Council has agreed to apologise and make a payment to Mrs X to acknowledge the uncertainty and delayed appeal rights this caused.

Case 2 Special educational needs 29-May-2025
We found the Council at fault for failing to properly consider its duty to provide alternative education for Mrs X's child, Y, or document its decision-making. However, we cannot say the Council's decision would have been different, but for these faults. The Council agreed to apologise and pay a symbolic financial remedy in recognition of the avoidable uncertainty this caused. It also agreed to provide guidance to its officers.

Case 3 Domiciliary care 24-Jun-2025
Mrs H complained a Care Provider wrongly told her that her mother, Mrs G, would not have to pay for care she received at home for six weeks. We did not uphold the complaint. While there was some evidence to support Mrs H's account and some poor complaint handling by the Provider, this did not cause Mrs G or Mrs H an injustice.

Case 4 Assessment and care plan 01-Jul-2025
Mrs X complained the NHS Trust and the Council discharged her father from hospital into an unsuitable care home. We found fault by the NHS Trust, but we could not say this would have led to a different outcome. The NHS Trust has already accepted the fault, but we recommended it apologises to Mrs X for the uncertainty caused. We did not find fault by the Council's actions, but we did find fault with how it dealt with Mrs X's complaint. We made recommendations to address this.

Case 5 Alternative provision 03-Jul-2025
Mrs X complained the Council failed to provide education for her child for over three years. Mrs X also complained the Council failed to review or update her child's Education, Health and Care Plan. We found fault with the Council failing to provide suitable education for Mrs X's child from 22 May 2023 to 28 August 2024. We also found fault with the Council delaying by 17 months outside the statutory timescales in reviewing Mrs X's child's Education, Health and Care Plan. The Council has also accepted it failed to provide provision to Mrs X's child from their Education, Health and Care Plan or provide suitable education from 3 September 2024 to 30 May 2025. We have detailed the actions the Council has agreed to take to address the injustice its fault caused in paragraph 86 of this decision statement.

Case 6 Special educational needs 22-Jul-2025
The Council was at fault in how it reviewed and amended Mrs X's child W's Education, Health and Care Plan. It was also at fault for delay securing the provision in that Plan and for poor complaints handling. This caused Mrs X frustration and meant she had to go to undue time and trouble pursuing her complaint. It also meant W missed out on provision they should have had. To remedy their injustice, the Council will apologise to Mrs X, pay her £1100 and confirm the name of the member of staff who will act as her single point of contact in future.

Case 7 Special educational needs 13-Aug-2025
We will not investigate this complaint about educational provision for a child. Some of the complaint is late, Miss X had an appeals right and it was reasonable to expect her to use them. Additionally, we could not add to the investigation the Council has already carried out, because it upheld her complaint and has provided a suitable remedy for her injustice.

Case 8 Special educational needs 20-Aug-2025
Mrs X complained that the Council delayed issuing an Education, Health and Care Plan after a needs assessment. There was 6 months delay by the Council, which was fault. A payment remedies the injustice to Mrs X. There was also delay in providing Speech and Language and Occupational Therapy provision, which could have been provided separately to the school setting which Mrs X disputed at tribunal. An apology and payment remedies the frustration and distress, and loss of provision to Y, the child.

Case 9 School transport 03-Sep-2025
Mrs X complained the Council failed to properly assess her child's transport needs, did not communicate effectively and caused delays in arranging suitable transport. We find the Council at fault for failing to reflect key information from the application in its risk assessment, and for failing to keep Mrs X updated. As a result, unsuitable transport was arranged, and Mrs X incurred avoidable costs to ensure her child could attend education. The Council has agreed to apologise and make a payment to Mrs X.

Case 10 Domiciliary care 15-Sep-2025
We will not investigate this complaint about adult social care provided at home, and specifically about the mismanagement of medication. It is unlikely we would add to the Council's investigation or reach a different outcome. There is not enough outstanding injustice to justify our involvement; the Council apologised to recognise the impact of failings in service. We are satisfied with the actions the Council took.

Case 11 Special educational needs 17-Sep-2025
Mrs Y complained about the way the Council dealt with her child, Z's special educational needs and educational provision following a move to the Council's area. We have found fault causing injustice by the Council in failing to: place Z temporarily at another school; secure their special educational needs provision; and make suitable alternative provision following the transfer of their Education, Health and Care Plan. The Council has agreed to remedy this by apologising to Mrs Y and Z; making payments to reflect the distress caused and the impact of the missed education on Z; and service improvements.

Case 12 Special educational needs 17-Sep-2025
Mrs Y complained about the way the Council dealt with her child, X's special educational needs and educational provision following a move to its area. We have found fault causing injustice by the Council in failing to: place X temporarily at another school; secure their special educational needs provision; and make suitable alternative provision following the transfer of their Education, Health and Care Plan. The Council has agreed to remedy this by apologising to Mrs Y and X; and making payments to reflect the distress caused and the impact of the missed education on X.

Case 13 Special educational needs 23-Sep-2025
We will not investigate this complaint about the Education, Health and Care plan process. This is because the Council apologised and offered a suitable remedy and it is unlikely further investigation would achieve anything more for Mr X.

Case 14 Domiciliary care 13-Oct-2025
Mrs X complains on behalf of Mr and Mrs Y that the Council has not dealt with adult social care properly, causing avoidable distress and Mr and Mrs Y's needs not being met. The Council is at fault because Mrs X was not informed about bathing issues, Mr and Mrs Y missed some care, and the Care Provider did not respond to the complaint properly. Mrs X suffered avoidable distress and had to provide some care to Mr and Mrs Y. Mr and Mrs Y suffered a lack of care. The Council should apologise to Mrs X and Mr and Mrs Y.

Case 15 Domiciliary care 21-Oct-2025
Mrs X complained the Council failed to ensure her mother, Mrs Y, had suitable care at home. The Council was at fault. It was also at fault in how it decided that it would not take action to safeguard Mrs Y's welfare. The faults caused Mrs X significant distress and uncertainty, for which the Council will apologise and pay her £300. It will also issue a staff reminder to prevent similar fault in future.

Case 16 Special educational needs 17-Nov-2025
We found fault by the Council on Mrs Y's complaint about its failure to process her request for an Education, Health and Care plan within statutory timescales. It missed the statutory time limit by 39 weeks. It failed to consider whether it was appropriate to fund her daughter's special needs it was aware of when she started home education. It also failed to consider its section 19 duties sooner, advise her and consider education other than at school sooner, or give her information about the consequences of home educating her. The Council agreed to send a written apology, pay £397.06 for the injustice caused by its failures, provide an Action Plan showing how future assessments will be completed within statutory timescales, and will ensure relevant officers consider section 19 duties and education other than at school during assessments where children are out of school. It will ensure it gives parents relevant information and improve communication with them.

Case 17 Alternative provision 27-Nov-2025
Mrs X complained the Council did not provide full time education suitable for her daughter's needs when she could not attend school. We found the Council at fault for not putting in place provision it agreed her daughter needed, impacting on her

educational progress. The Council has agreed to apologise and make a symbolic payment to recognise the injustice caused.

Case 18 Special educational needs 08-Dec-2025
We cannot investigate if the Council was at fault for failing to ensure Miss X's child Y received the special educational provision outlined in their Education, Health and Care Plan, as it was too closely connected to her reason for appealing to the Tribunal. There was fault in the Council's communication and complaint handling for which it has offered a suitable financial remedy during our investigation for the frustration caused. The Council was also at fault for failing to send its decision within four weeks of Y's annual review meeting however this fault did not cause a significant injustice.

Case 19 Special educational needs 23-Dec-2025
We cannot investigate this complaint about the school named in an Education Health and Care Plan, or a failure to provide education. Mr X has appealed to the SEND Tribunal about the matter and therefore the law says we cannot investigate. Nor will we investigate Mr X's further complaint about delays in the annual review process. When considering this complaint, the Council agreed to provide a suitable remedy for Mr X's injustice and there are no wider public interest issues to justify investigating this complaint.

Case 20 School transport 14-Jan-2026
Summary: The Council was at fault for failing to ensure Y's final amended Education, Health and Care (EHC) Plan was issued within statutory timescales following the annual review. The Council was also at fault for failing to consider the relevant circumstances of Y's school transport application when deciding to award them a personal travel budget instead of council organised transport. The Council has agreed to apologise and make a payment to remedy the distress, frustration and uncertainty caused.

Case 21 Other 24-Feb-2026
We do not consider Leicestershire County Council acted with fault when it decided certain care homes could meet Mrs D's assessed needs on discharge from hospital. The Council did not act with fault when it decided she should pay a top-up, despite jointly funding that placement with the NHS Leicester, Leicestershire and Rutland Integrated Care Board under Section 117 of the Mental Health Act. However, the Council's communication around the Section 117 top-up arrangement and invoices amounted to fault which caused Mrs D's daughter, Miss D, inconvenience and stress. But we consider the Council has already remedied that injustice to her.

Case 22 Assessment and care plan 04-Mar-2026
There was a delay by the Council in reviewing H's assessment after Mrs X complained, which caused her frustration and anxiety. In addition, the Council has not considered properly H's additional expenses incurred because of his disabilities, with the result that he is unable to finance some items. The Council agrees to review his personal expenses allowance.

Case 23 School transport 09-Mar-2026

The Council was at fault in how it dealt with Mrs X's application for free school transport. This caused Mrs X avoidable frustration but did not mean she missed out on Council funded school transport. The Council will apologise to Mrs X.

Case 24 Assessment and care plan 25-Mar-2026

Mrs X complained about the actions of Leicestershire County Council (the Council), Leicestershire Partnership NHS Trust (the Trust) and HC-One Ltd (the Provider). She complained about faults in the way her late brother Mr Z was discharged from hospital, in his residential care and in the handling of concerns, safeguarding and complaints. We upheld elements of all three complaints. We recommended the organisations apologise and provide remedies to Mrs X. We also recommended service improvements. The organisations accepted our recommendations, so we have completed our investigation.