

Local Government OMBUDSMAN

12 September 2013

Ms Christine Gilbert
Interim Chief Executive
London Borough of Brent
Town Hall
Forty Lane
Wembley
HA9 9HX

Your ref: CMPT027455/11 IC7590

Our ref: 12 014 714

(Please quote our reference when contacting us and, if using email, please put the reference number in the email subject header)

If telephoning please contact: 020 7217 4646

email address: D.Connolly@coinweb.lgo.org.uk

Dear Ms Gilbert

Complaint by Mr A Khokhar

I have now completed my investigation of the complaint by and I enclose a copy of my report. I am also sending a copy to the complainant. You will see that I have found maladministration. I have found that this caused the complainant injustice.

Please note that Section 30 of the Local Government Act 1974 requires your Council to make a press announcement in more than one newspaper within two weeks of receiving the report, and to make it available at one or more of the Council's offices for a period of three weeks. I enclose a specimen press advertisement which you may find helpful.

Section 30(3) requires me to report without naming or identifying the complainant or other individuals. The names used in this report are therefore not the real names of the people and places involved.

Since I have found that there was maladministration/service failure, your Council is also required, under Section 31(2) of the Act, to consider the report and tell me, within three months of receiving it (or such longer period as I may agree in writing), the action it has taken or proposes to take.

/...

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Helpline: 0300 061 0614

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Please would you confirm that you have made the appropriate press announcement, and let me know within the next two weeks when the Council will consider the report and when I may expect to receive a response.

We will send copies of the report and a press release to the media under embargo until the sixth working day after the issue of the report (and the date of this letter).

Yours sincerely

A handwritten signature in black ink, appearing to read 'J Martin', with a horizontal line underneath.

Dr Jane Martin

Enc: copy of report
Specimen press advertisement

The Commission will include this complaint in the published figures for the year ending 31 March 2014. We will record the category as: Highways and Transport, and the decision as: Investigation complete – report issued.