

Local Government and Social Care Ombudsman

The Local Government Ombudsman looks at complaints about councils and some other authorities and organisations, including education admissions appeal panels and adult social care providers (such as care homes and home care providers). It is a free service. Their job is to investigate complaints in a fair and independent way. They do not take sides.

If you have a problem with a council service or care home, you should first complain to the council or care provider. But if you are still not satisfied, you can make a complaint using the Ombudsman website, by post or by phone. BSL speakers can contact them using their interpreter service.

You will need to [read their information on how to complain](#) before completing their [online form](#) or contacting them.

Last updated: December 21, 2023

Telephone: 0300 061 0614

Telephone note: Monday, Tuesday, Thursday and Friday 10am to 1pm Wednesday 1pm to 4pm

Website: www.lgo.org.uk

Twitter: twitter.com/LGOmbudsman

Cost: Free

Address:
PO Box 4771
Coventry
CV4 0EH

Related Articles

[How to make a complaint about Adult Social Care services](#)

[How to make a good complaint](#)

[Getting advice about your landlord or housing issues](#)