

ANNEXE 3

Explanation of outcome categories used by the Local Government Ombudsman

MI reps = where the LGO has concluded an investigation and issued a formal report finding maladministration causing injustice.

LS (local settlements) = decisions by letter discontinuing the LGO's investigation because action has been agreed by the authority and accepted by the Ombudsman as a satisfactory outcome for the complainant.

M reps = where the LGO has concluded an investigation and issued a formal report finding maladministration but causing no injustice to the complainant.

NM reps = where the LGO has concluded an investigation and issued a formal report finding no maladministration by the Council.

No Mal = decisions by letter discontinuing an investigation because no, or insufficient, evidence of maladministration.

Omb disc = decisions by letter discontinuing an investigation in which the LGO has exercised their discretion not to pursue the complaint. This can be for a variety of reasons, but the most common is that the LGO has found no or insufficient injustice to warrant pursuing the matter further.

Outside jurisdiction = these are cases which are outside the Ombudsman's jurisdiction.