

ANNEXE 2

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 settlement where action has been agreed by the LA and accepted by the LGO as a satisfactory outcome.

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 = a decision by the LGO to exercise his general discretion not to pursue a complaint. This can be for a variety of reasons, but the most common is that the Ombudsman has found no or insufficient injustice to warrant pursuing the matter further.

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