

Local Government
OMBUDSMAN

20 April 2012

Miss Leslie Robertson
60 Beeleigh Road
MORDEN
SM4 5JW

Your ref:

Our ref: 11 016 514/B2/GE

(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: 024 76820005
email address: G.Earles@lgo.org.uk

Dear Miss Robertson

Complaint against London Borough of Merton

Thank you for your letter of 13 April 2012. I have now been able to consider all the information I have received and enclose a statement which sets out my provisional view on your complaint. You will see that I am not intending to investigate the complaint further but I will consider your comments on what I have said, or any further information you may wish to provide, before I come to a final view.

I also include the response I have received from the Council to my enquiries about your complaint and my letter of enquiry so you can see the response in context. I have not copied all the enclosures referred to in the Council's letter as they are mostly copies of correspondence with you or documents you will otherwise already have seen, but if there is something in particular you would like a copy of please let me know.

What you need to do now

It is important that you respond at this stage if you disagree with what I have said. The final decision will normally only be reviewed if, within three months of the decision date, you find new evidence that is directly relevant and could lead to a different outcome.

Once finalised, some statements may be published on our website. So the statement should not include information that might enable readers to identify you. Please let me know if any alterations are necessary to protect your anonymity.

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