

21 May 2025

By email

Dr Reeves
Chief Executive
Oxfordshire County Council

Dear Dr Reeves

Annual Review letter 2024-25

I write to you with your annual summary of complaint statistics from the Local Government and Social Care Ombudsman for the year ending 31 March 2025. The information offers valuable insight about your organisation's approach to complaints, and I know you will consider it as part of your corporate governance processes. We have listened to your feedback, and I am pleased to be able to share your annual statistics earlier in the year to better fit with local reporting cycles. I hope this proves helpful to you.

[Your annual statistics are available here.](#)

In addition, you can find the detail of the decisions we have made about your Council, read the public reports we have issued, and view the service improvements your Council has agreed to make as a result of our investigations, as well as previous annual review letters.

In a change to our approach, we will write to organisations in July where there is exceptional practice or where we have concerns about an organisation's complaint handling. Not all organisations will get a letter. If you do receive a letter it will be sent in advance of its publication on our website on 16 July 2025, alongside our annual Review of Local Government Complaints.

Supporting complaint and service improvement

In February we published [good practice guides](#) to support councils to adopt our [Complaint Handling Code](#). The guides were developed in consultation with councils that have been piloting the Code and are based on the real-life, front-line experience of people handling complaints day-to-day, including their experience of reporting to senior leaders and elected members. The guides were issued alongside free [training resources](#) organisations can use to make sure front-line staff understand what to do when someone raises a complaint. We will be applying the Code in our casework from April 2026 and we know a large number of councils have already adopted it into their local policies with positive results.

This year we relaunched our popular [complaint handling training](#) programme. The training is now more interactive than ever, providing delegates with an opportunity to consider a complaint from receipt to resolution. Early feedback has been extremely positive with delegates reporting an increase in confidence in handling complaints after completing the training. To find out more contact training@lgo.org.uk.

Yours sincerely,



Amerdeep Somal
Local Government and Social Care Ombudsman
Chair, Commission for Local Administration in England

Reference	Authority	Category	Subcategory	Received
23014461	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	17/04/24
23016722	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	22/05/24
23021160	Oxfordshire County Council	Adult Care Services	Council: safeguarding	04/04/24
23021338	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	09/05/24
24001440	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	03/05/24
24001593	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	21/05/24
24002176	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	16/05/24
24002177	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	16/05/24
24002501	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	24/05/24
24002592	Oxfordshire County Council	Adult Care Services	Council: assessment	28/05/24
24003250	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	07/06/24
24003353	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	09/06/24
24003543	Oxfordshire County Council	Highways & Transport	Highway adoption	21/10/24
24003593	Oxfordshire County Council	Highways & Transport	Traffic management	13/06/24
24004019	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	18/06/24
24004071	Oxfordshire County Council	Education & Childrens Services	Childrens services: Statutory complaints procedure	19/06/24
24004176	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	20/06/24
24004193	Oxfordshire County Council	Corporate & Other Services	Standards committees	20/06/24
24004199	Oxfordshire County Council	Highways & Transport	Moving traffic penalties	21/06/24
24004554	Oxfordshire County Council	Education & Childrens Services	NULL	27/06/24
24004904	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	04/07/24

24005245	Oxfordshire County Council	Other	NULL	09/07/24
24005262	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	01/09/24
24005422	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	11/07/24
24005510	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	12/07/24
24005719	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	26/09/24
24005830	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	18/07/24
24005967	Oxfordshire County Council	Highways & Transport	Parking penalties	18/07/24
24006371	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	10/07/24
24006454	Oxfordshire County Council	Adult Care Services	Provider obo council: domiciliary care	13/08/24
24006767	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	02/08/24
24006775	Oxfordshire County Council	Education & Childrens Services	Childrens services: Family & friends carers	09/10/24
24007087	Oxfordshire County Council	Adult Care Services	Council: assessment	08/09/24
24007389	Oxfordshire County Council	Highways & Transport	Traffic management	11/08/24
24007447	Oxfordshire County Council	Corporate & Other Services	Land	12/08/24
24007653	Oxfordshire County Council	Education & Childrens Services	NULL	14/08/24
24007673	Oxfordshire County Council	Adult Care Services	Council: safeguarding	01/08/24
24008264	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	21/08/24
24008478	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	23/08/24
24008777	Oxfordshire County Council	Education & Childrens Services	Domestic Abuse	20/08/24
24008945	Oxfordshire County Council	Adult Care Services	Council: charging	20/09/24
24009050	Oxfordshire County Council	Highways & Transport	Parking provision	07/09/24
24009092	Oxfordshire County Council	Corporate & Other Services	Standards committees	30/08/24

24009530	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	05/09/24
24009830	Oxfordshire County Council	Planning & Development	NULL	09/09/24
24010197	Oxfordshire County Council	Planning & Development	Other planning application	23/10/24
24010239	Oxfordshire County Council	Adult Care Services	Council: assessment	17/03/25
24010362	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	17/09/24
24010440	Oxfordshire County Council	Education & Childrens Services	Education Council: Other	20/02/25
24011571	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	02/10/24
24012015	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	09/10/24
24012260	Oxfordshire County Council	Adult Care Services	Council: charging	14/10/24
24013107	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	24/10/24
24013672	Oxfordshire County Council	Highways & Transport	Street furniture & lighting	06/11/24
24013800	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	05/11/24
24014169	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	11/11/24
24014498	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	22/11/24
24014859	Oxfordshire County Council	Highways & Transport	Moving traffic penalties	20/11/24
24015109	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	25/11/24
24015307	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	Drainage	28/11/24
24015846	Oxfordshire County Council	Highways & Transport	Street furniture & lighting	09/12/24
24016467	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	18/12/24
24016509	Oxfordshire County Council	Adult Care Services	Council: care plan	07/03/25
24016514	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg-other	23/12/24
24017116	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	08/01/25

24017399	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	09/01/25
24017604	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	13/01/25
24017853	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	15/01/25
24018295	Oxfordshire County Council	Adult Care Services	Council: direct payments	22/01/25
24018403	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	23/01/25
24018578	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	12/02/25
24018796	Oxfordshire County Council	Adult Care Services	Council: safeguarding	29/01/25
24019364	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	06/02/25
24019966	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	14/03/25
24020504	Oxfordshire County Council	Highways & Transport	Traffic management	19/02/25
24020627	Oxfordshire County Council	Education & Childrens Services	Education Council: School admissions	26/02/25
24020802	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	28/02/25
24020959	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	10/03/25
24021013	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	04/03/25
24021062	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	05/03/25
24021070	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	05/03/25
24021076	Oxfordshire County Council	Education & Childrens Services	Childrens services: Court reports	05/03/25
24021145	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	05/03/25
24021213	Oxfordshire County Council	Adult Care Services	Council: assessment	28/02/25
24021295	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	07/03/25
24021477	Oxfordshire County Council	Highways & Transport	Parking penalties	10/03/25
24022190	Oxfordshire County Council	Education & Childrens Services	Childrens services: Delay in Statutory complaints procedure	19/03/25

24022267	Oxfordshire County Council	Education & Childrens Services	Education Appeal Panel: School admissions	20/03/25
24023038	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	28/03/25

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
23008228	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	03/04/24	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble
23008538	Oxfordshire County Council	Adult Care Services	Council: s117	03/09/24	Upheld	fault & inj	Apology,Reassessment,Procedure or policy change/review
23010442	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	12/04/24	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service
23010626	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	10/06/24	Upheld	fault & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Procedure or policy change/review,Provide training and/or guidance
23011270	Oxfordshire County Council	Adult Care Services	Council: assessment	08/05/24	Closed after initial enquiries	Not warranted by alleged fault	
23012184	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	31/05/24	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble
23013767	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	27/06/24	Upheld	fault & inj	Apology,Financial redress: Loss of service
23014133	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	21/05/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
23014461	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	08/10/24	Upheld	fault & inj	Apology,Financial redress: Loss of service,Provide training and/or guidance
23014767	Oxfordshire County Council	Adult Care Services	Council: direct payments	28/06/24	Upheld	fault no inj	
23015048	Oxfordshire County Council	Adult Care Services	Council: charging	19/07/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	

23015559	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	23/08/24	Upheld	fault & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review,Provide training and/or guidance
23016452	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	16/08/24	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance
23016722	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	03/12/24	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble
23018456	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	30/04/24	Closed after initial enquiries	26(6)(a) tribunal SENDIST	
23018940	Oxfordshire County Council	Adult Care Services	Council: charging	21/11/24	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble,Reassessment
23020288	Oxfordshire County Council	Education & Childrens Services	Childrens services: Delay in Statutory complaints procedure	04/04/24	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble
23020564	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	01/05/24	Closed after initial enquiries	26(6)(c) Court remedy	
23020751	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	14/05/24	Closed after initial enquiries	26(6)(a) tribunal SENDIST	
23021160	Oxfordshire County Council	Adult Care Services	Council: safeguarding	04/04/24	Referred back for local resolution	Premature Decision - advice given	
23021338	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	09/05/24	Referred back for local resolution	Premature Decision - advice given	
24001440	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	24/10/24	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble
24001593	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	28/02/25	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble
24002176	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	17/12/24	Upheld	fault & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance,Procedure or policy change/review

24002177	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/01/25	Upheld	fault & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble
24002501	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	25/10/24	Upheld	fault & inj - no further action organisation already remedied	
24002592	Oxfordshire County Council	Adult Care Services	Council: assessment	19/07/24	Closed after initial enquiries	Not warranted by alleged injustice	
24003353	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	12/07/24	Closed after initial enquiries	26(6)(a) tribunal SENDIST	
24003543	Oxfordshire County Council	Highways & Transport	Highway adoption	07/01/25	Closed after initial enquiries	Other reason not to investigate	
24003593	Oxfordshire County Council	Highways & Transport	Traffic management	13/06/24	Referred back for local resolution	Premature Decision - advice given	
24004019	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	19/11/24	Upheld	fault & inj	Provide services/information to others affected,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Procedure or policy change/review
24004071	Oxfordshire County Council	Education & Childrens Services	Childrens services: Statutory complaints procedure	27/06/24	Referred back for local resolution	Premature Decision - referred to Organisation	
24004176	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	20/06/24	Referred back for local resolution	Premature Decision - advice given	
24004193	Oxfordshire County Council	Corporate & Other Services	Standards committees	29/07/24	Closed after initial enquiries	Not warranted by alleged fault	
24004199	Oxfordshire County Council	Highways & Transport	Moving traffic penalties	09/08/24	Referred back for local resolution	Premature Decision - referred to Organisation	
24004554	Oxfordshire County Council	Education & Childrens Services	NULL	27/06/24	Incomplete/Invalid	Insufficient information to proceed	

						and PA advised	
24004904	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	13/08/24	Closed after initial enquiries	Not warranted by alleged fault	
24005245	Oxfordshire County Council	Other	NULL	09/07/24	Incomplete/Invalid	Person affected asks not to proceed	
24005422	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	02/09/24	Closed after initial enquiries	Other reason not to investigate	
24005510	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	12/07/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24005719	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	09/12/24	Closed after initial enquiries	26(6)(a) tribunal SENDIST	
24005830	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	10/02/25	Upheld	fault & inj	Apology, Financial redress: Loss of service, Financial redress: Avoidable distress/time and trouble, Procedure or policy change/review
24005967	Oxfordshire County Council	Highways & Transport	Parking penalties	30/08/24	Closed after initial enquiries	Not warranted by alleged fault	
24006371	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	10/07/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24006454	Oxfordshire County Council	Adult Care Services	Provider obo council: domiciliary care	24/03/25	Upheld	fault & inj	Apology, Provide training and/or guidance
24006767	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	01/10/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24007087	Oxfordshire County Council	Adult Care Services	Council: assessment	08/09/24	Referred back for local resolution	Premature Decision - advice given	

24007389	Oxfordshire County Council	Highways & Transport	Traffic management	02/10/24	Closed after initial enquiries	Not warranted by alleged fault	
24007447	Oxfordshire County Council	Corporate & Other Services	Land	12/09/24	Closed after initial enquiries	Other Agency better placed	
24007653	Oxfordshire County Council	Education & Childrens Services	NULL	14/08/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24007673	Oxfordshire County Council	Adult Care Services	Council: safeguarding	11/03/25	Upheld	fault no inj	
24008264	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	21/08/24	Referred back for local resolution	Premature Decision - advice given	
24008478	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	18/10/24	Closed after initial enquiries	Sch 5.1 court proceedings	
24008777	Oxfordshire County Council	Education & Childrens Services	Domestic Abuse	29/10/24	Closed after initial enquiries	26B(2) not made in 12 months	
24008945	Oxfordshire County Council	Adult Care Services	Council: charging	04/12/24	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24009050	Oxfordshire County Council	Highways & Transport	Parking provision	07/09/24	Referred back for local resolution	Premature Decision - advice given	
24009092	Oxfordshire County Council	Corporate & Other Services	Standards committees	18/09/24	Closed after initial enquiries	Not warranted by alleged fault	
24009530	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	05/09/24	Referred back for local resolution	Premature Decision - advice given	
24009830	Oxfordshire County Council	Planning & Development	NULL	09/09/24	Incomplete/Invalid	Insufficient information to proceed and PA advised	

24010362	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	23/10/24	Referred back for local resolution	Premature Decision - referred to Organisation	
24012015	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	22/11/24	Closed after initial enquiries	Sch 5.1 court proceedings	
24012260	Oxfordshire County Council	Adult Care Services	Council: charging	14/10/24	Referred back for local resolution	Premature Decision - advice given	
24013107	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	14/01/25	Closed after initial enquiries	Other reason not to investigate	
24013672	Oxfordshire County Council	Highways & Transport	Street furniture & lighting	06/01/25	Closed after initial enquiries	Not warranted by alleged fault	
24014169	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	06/12/24	Closed after initial enquiries	Not warranted by alleged fault	
24014859	Oxfordshire County Council	Highways & Transport	Moving traffic penalties	23/01/25	Referred back for local resolution	Premature Decision - referred to Organisation	
24015109	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	04/02/25	Closed after initial enquiries	Not warranted by alleged fault	
24015307	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	Drainage	18/02/25	Closed after initial enquiries	Not warranted by alleged injustice	
24015846	Oxfordshire County Council	Highways & Transport	Street furniture & lighting	17/01/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24016467	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	21/02/25	Closed after initial enquiries	26(6)(a) tribunal SENDIST	
24016514	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	Env Servs, Prot, Reg- other	03/03/25	Closed after initial enquiries	No worthwhile outcome achievable	

						by investigation	
24017116	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	20/03/25	Closed after initial enquiries	Sch 5.1 court proceedings	
24017399	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	26/02/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24017853	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	15/01/25	Referred back for local resolution	Premature Decision - advice given	
24018295	Oxfordshire County Council	Adult Care Services	Council: direct payments	22/01/25	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24018403	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	23/01/25	Referred back for local resolution	Premature Decision - advice given	
24020504	Oxfordshire County Council	Highways & Transport	Traffic management	06/03/25	Closed after initial enquiries	26B(2) not made in 12 months	
24020627	Oxfordshire County Council	Education & Childrens Services	Education Council: School admissions	26/02/25	Referred back for local resolution	Premature Decision - advice given	
24020802	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	11/03/25	Referred back for local resolution	Premature Decision - advice given	
24020959	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	10/03/25	Referred back for local resolution	Premature Decision - advice given	
24021013	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	04/03/25	Referred back for local resolution	Premature Decision - advice given	
24021062	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	05/03/25	Referred back for local resolution	Premature Decision - advice given	
24021070	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	05/03/25	Referred back for local resolution	Premature Decision - advice given	

24021145	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	05/03/25	Referred back for local resolution	Premature Decision - advice given	
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Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy Target Date	Remedy Achieved Date	Satisfaction with Compliance
21005436	Oxfordshire County Council	Adult Care Services	Council: care plan	18/09/23	Apology Provide information/advice to person affected Financial redress: Avoidable distress/time and trouble Provide services to person affected Procedure or policy change/review	19/03/24	18/08/24	Remedy not complete but satisfied
23008228	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	02/04/24	Financial redress: Avoidable distress/time and trouble	03/05/24	25/04/24	Remedy complete and satisfied
23008538	Oxfordshire County Council	Adult Care Services	Council: s117	02/09/24	Apology Reassessment Procedure or policy change/review	03/12/24	03/12/24	Remedy not complete but satisfied
23008642	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	22/03/24	Apology Financial redress: Avoidable distress/time and trouble	19/04/24	17/04/24	Remedy complete and satisfied
23010442	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	11/04/24	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service	13/05/24	08/05/24	Remedy complete and satisfied
23010626	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	09/06/24	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Procedure or policy change/review Provide training and/or guidance	10/09/24	07/10/24	Remedy completed late

23012184	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	30/05/24	Apology Financial redress: Avoidable distress/time and trouble	01/07/24	30/06/24	Remedy complete and satisfied
23013767	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	26/06/24	Apology Financial redress: Loss of service	25/07/24	18/07/24	Remedy complete and satisfied
23014461	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	07/10/24	Apology Financial redress: Loss of service Provide training and/or guidance	05/11/24	04/12/24	Remedy complete and satisfied
23015559	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	22/08/24	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Procedure or policy change/review Provide training and/or guidance	25/11/24	22/11/24	Remedy complete and satisfied
23016452	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	15/08/24	Apology Financial redress: Avoidable distress/time and trouble Provide training and/or guidance	16/10/24	05/11/24	Remedy complete and satisfied
23016722	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	03/12/24	Apology Financial redress: Avoidable distress/time and trouble	03/01/25	23/12/24	Remedy complete and satisfied
23018940	Oxfordshire County Council	Adult Care Services	Council: charging	21/11/24	Financial redress: Avoidable distress/time and trouble Reassessment	23/12/24	19/12/24	Remedy complete and satisfied
23020288	Oxfordshire County Council	Education & Childrens Services	Childrens services: Delay in Statutory complaints procedure	03/04/24	Financial redress: Avoidable distress/time and trouble	06/05/24	04/04/24	Remedy complete and satisfied

24001440	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	23/10/24	Apology Financial redress: Avoidable distress/time and trouble	25/11/24	25/11/24	Remedy not complete but satisfied
24002176	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	17/12/24	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Provide training and/or guidance Procedure or policy change/review	17/03/25	17/03/25	Remedy complete and satisfied
24002177	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/01/25	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble	06/02/25	03/02/25	Remedy complete and satisfied
24004019	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	19/11/24	Provide services/information to others affected Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Procedure or policy change/review	19/02/25	19/02/25	Remedy complete and satisfied

Explanatory notes

A new column has been added to the received, decided and compliance outcome sheets, detailing the primary subcategory recorded on the case (the main subject of the complaint).

Cases received

Cases with a recorded received date between 1 April 2024 and 31 March 2025.
Status as of 3 April 2025.

Cases decided

Cases with a recorded decision date between 1 April 2024 and 31 March 2025. Status as of 3 April 2025.
Please note that some cases may have been reopened since that date, with either a decision outcome pending or a new decision outcome recorded.
Service improvement recommendations are no longer included in this workbook. Councils can view them on the online map here: <https://www.lgo.org.uk/your-councils-performance>

We report our decisions by the following outcomes:

Invalid or incomplete: We were not given enough information to consider the issue.

Advice given: We provided early advice or explained where to go for the right help.

Referred back for local resolution: We found the complaint was brought to us too early because the organisation involved was not given the chance to consider it first.

Closed after initial enquiries: We assessed the complaint but decided against completing an investigation. This might be because the law says we're not allowed to investigate it, or because it would not be an effective use of public funds if we did.

Upheld: We completed an investigation and found evidence of fault, or the organisation provided a suitable remedy early on.

Not upheld: We completed an investigation but did not find evidence of fault.

The following decision reasons are **satisfactory remedy decisions**, i.e. upheld cases where we were satisfied the authority had already provided a suitable remedy to resolve the complaint:

Upheld - Injustice remedied during organisations complaint processes

Upheld - fault & inj - no further action organisation already remedied

These decision outcomes are included in the number of cases reported as **not for us / not ready for us** in the complaints overview section on the online map.

This decision outcome is included in the number of cases reported as **assessed and closed** in the complaints overview section on the online map.

These decision outcomes are included in the number of cases reported as **investigated** in the complaints overview section on the online map.

These decision reasons are included in the number of cases reported as **satisfactory remedies provided by the council** on the online map.

Compliance outcomes

Cases with a recorded remedy achieved date between 1 April 2024 and 31 March 2025. Status as of 23 April 2025. The relevant date is the date of compliance with the recommendations (for example, the date on an apology letter) rather than the date the evidence is provided to us. If we were notified after 23 April 2025 of a remedy achieved before 31 March 2025, this will not be included here.

Some cases may be marked as 'Remedy completed late' even when the remedy achieved date is before the remedy target date. This happens because the target date covers all remedies (service improvements and personal remedies). As service improvements often have a longer timescale for completion, we will mark a case as 'completed late' where this longer timescale is met, but the personal remedy was provided late.