

20 May 2026

*By email*

Dr Reeves  
Chief Executive  
Oxfordshire County Council

Dear Dr Reeves

### **Annual Review letter 2025-26**

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 2026.

We recognise that local authorities continue to face significant pressures in delivering services to their communities. We hope the data and insight we share with you each year remains a useful tool for reflection and continuous improvement. Please consider it as part of your corporate governance processes.

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

In addition, you can find the detail of the decisions we have made about your Council, read 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.

We will write to organisations in July where there is exceptional practice or where we have concerns about 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 15 July 2026.

### **Supporting complaint and service improvement**

We remain committed to supporting the sector to embed effective systems of redress. Where authorities are navigating reorganisation and devolution, we are ready to help ensure that robust complaint handling is built into new arrangements from the outset. Please do get in touch if your organisation would benefit from our advice and guidance.

Our [Complaint Handling Code](#), in force since April 2025, is now applied in our casework and offers structure and support to your local complaint system. Our training programme provides a flexible, expert-led route to building complaints capability across your teams, with courses open for individual delegates to book. Contact [training@lgo.org.uk](mailto:training@lgo.org.uk) for more information.

Our Annual Review of Local Government Complaints will be published in July 2026, setting out the national picture of complaints, trends across service areas, and emerging systemic issues. We encourage you to read it alongside your own organisation's data.

Yours sincerely,



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

Received

Reference	Authority	Category	Subcategory	Received
25017945	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	18/11/25
25021071	Oxfordshire County Council	Highways & Transport	Traffic management	17/12/25
24018295	Oxfordshire County Council	Adult Care Services	Council: direct payments	30/05/25
24018403	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	28/07/25
24020959	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	13/08/25
24021070	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	11/04/25
25000156	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	07/04/25
25000186	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	08/04/25
25000340	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	09/04/25
25000888	Oxfordshire County Council	Education & Childrens Services	Childrens services: Family & friends carers	16/04/25
25000913	Oxfordshire County Council	Adult Care Services	Council: DFG	07/11/25
25000946	Oxfordshire County Council	Adult Care Services	Council: care plan	17/04/25
25001013	Oxfordshire County Council	Adult Care Services	Council: charging	17/04/25
25001389	Oxfordshire County Council	Adult Care Services	Council: other	28/04/25
25001908	Oxfordshire County Council	Adult Care Services	Council: charging	06/05/25
25002398	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	13/05/25
25002831	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	13/05/25
25002920	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	20/05/25
25002995	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	20/05/25
25003075	Oxfordshire County Council	Adult Care Services	Council: domiciliary care	16/05/25
25003118	Oxfordshire County Council	Highways & Transport	Traffic management	20/05/25
25003169	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	21/05/25
25004092	Oxfordshire County Council	Corporate & Other Services	Corp & Other Servs-other	03/06/25
25004602	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	13/06/25
25021422	Oxfordshire County Council	Adult Care Services	Council: safeguarding	22/12/25
25004937	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	11/06/25
25005279	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	16/06/25
25005552	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	18/06/25
25005669	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	25/06/25
25005843	Oxfordshire County Council	Highways & Transport	Parking penalties	23/06/25
25005967	Oxfordshire County Council	Adult Care Services	Council: assessment	25/06/25
25006084	Oxfordshire County Council	Highways & Transport	Moving traffic penalties	02/07/25
25007162	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	09/07/25
25007348	Oxfordshire County Council	Highways & Transport	Highways & transport-other	11/07/25
25007514	Oxfordshire County Council	Highways & Transport	Parking penalties	14/07/25
25007612	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	14/07/25

25007697	Oxfordshire County Council	Corporate & Other Services	Access to information	15/07/25
25007844	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	17/07/25
25007905	Oxfordshire County Council	Adult Care Services	Council: charging	18/07/25
25008055	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	29/07/25
25008208	Oxfordshire County Council	Adult Care Services	Council: care plan	23/07/25
25008345	Oxfordshire County Council	Education & Childrens Services	Childrens services: Statutory complaints procedure	24/07/25
25008658	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	29/07/25
25009109	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	28/09/25
25009183	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/08/25
25019841	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	05/12/25
25010725	Oxfordshire County Council	Corporate & Other Services	Corp & Other Servs-other	13/08/25
25011160	Oxfordshire County Council	Highways & Transport	Parking penalties	03/09/25
25012462	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	21/09/25
25012506	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	22/09/25
25013145	Oxfordshire County Council	Education & Childrens Services	Childrens services: Statutory complaints procedure	29/09/25
25013221	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	30/09/25
25013359	Oxfordshire County Council	Highways & Transport	Highways & transport-other	01/10/25
25013402	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	01/10/25
25013519	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	26/09/25
25013657	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/10/25
25013761	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	18/09/25
25013767	Oxfordshire County Council	Highways & Transport	Parking provision	03/10/25
25014070	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	26/11/25
25014335	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	09/10/25
25014548	Oxfordshire County Council	Adult Care Services	Council: safeguarding	11/10/25
25014887	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	15/10/25
25015040	Oxfordshire County Council	Adult Care Services	Council: safeguarding	06/10/25
25015251	Oxfordshire County Council	Highways & Transport	Traffic management	10/10/25
25015809	Oxfordshire County Council	Environmental Services & Public Protection & Regulation	Env Servs- Prot- Reg-other	24/10/25
25015836	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	24/10/25
25015872	Oxfordshire County Council	Highways & Transport	Highway adoption	25/10/25
25015979	Oxfordshire County Council	Adult Care Services	Council: charging	27/10/25
25016064	Oxfordshire County Council	Adult Care Services	Council: assessment	28/10/25
25016332	Oxfordshire County Council	Education & Childrens Services	Education Council: Other	30/10/25
25016430	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Disabled child	19/01/26
25016715	Oxfordshire County Council	Highways & Transport	Highway adoption	04/11/25
25016789	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	04/11/25
25016907	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	05/11/25

25017132	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	07/11/25
25017455	Oxfordshire County Council	Adult Care Services	Council: care plan	29/10/25
25017594	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	13/11/25
25017825	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	15/11/25
25018514	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	24/11/25
25018685	Oxfordshire County Council	Highways & Transport	Traffic management	04/12/25
25019390	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	01/12/25
25019426	Oxfordshire County Council	Highways & Transport	Parking provision	09/12/25
25019625	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	26/03/26
25020049	Oxfordshire County Council	Adult Care Services	Council: charging	07/12/25
25020273	Oxfordshire County Council	Adult Care Services	NULL	09/12/25
25020547	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	11/12/25
25020640	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	12/12/25
25020709	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	12/12/25
25022067	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	03/01/26
25022554	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	08/01/26
25022677	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	28/01/26
25022733	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	13/01/26
25023025	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	12/01/26
25023182	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	13/01/26
25023363	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	15/01/26
25023431	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	26/01/26
25024082	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	21/01/26
25024177	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	21/01/26
25024574	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	24/01/26
25024587	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	24/01/26
25024826	Oxfordshire County Council	Adult Care Services	Council: other regulated provision	19/02/26
25025647	Oxfordshire County Council	Adult Care Services	Council: assessment	02/02/26
25025865	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	24/03/26
25026278	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	19/02/26
25026538	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	11/02/26
25026974	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	16/02/26
25027030	Oxfordshire County Council	Highways & Transport	Street furniture & lighting	17/02/26
25027183	Oxfordshire County Council	Planning & Development	Other planning application	18/02/26
25027862	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	24/02/26
25028209	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	02/03/26
25028241	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	02/03/26
25028676	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	05/03/26

25028930	Oxfordshire County Council	Adult Care Services	Council: charging	10/03/26
25028981	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	10/03/26
25029093	Oxfordshire County Council	Adult Care Services	Council: assessment	11/03/26
25029202	Oxfordshire County Council	Adult Care Services	Council: assessment	09/03/26
25029220	Oxfordshire County Council	Adult Care Services	Council: safeguarding	12/03/26
25029311	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	18/03/26
25029604	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	17/03/26
25029605	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	17/03/26
25030055	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	23/03/26
25030170	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	23/03/26
25030181	Oxfordshire County Council	Adult Care Services	Council: charging	23/03/26
25030369	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	25/03/26
25030818	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	30/03/26
25013718	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	04/10/25

Decided

Reference	Authority	Category	Subcategory	Decided	Decision	Decision Reason	Remedy
24005262	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	07/06/25	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Provide information/advice to person affected,Provide services to person affected
24006775	Oxfordshire County Council	Education & Childrens Services	Childrens services: Family & friends carers	27/06/25	Not Upheld	no fault	
24010197	Oxfordshire County Council	Planning & Development	Other planning application	03/07/25	Not Upheld	no fault	
24010239	Oxfordshire County Council	Adult Care Services	Council: assessment	12/12/25	Upheld	fault & inj	Apology
24010440	Oxfordshire County Council	Education & Childrens Services	Education Council: Other	04/11/25	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial Redress: Quantifiable Loss,Provide training and/or guidance
24011571	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	11/11/25	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble,Apology,Act of Correct Records
24013800	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	09/04/25	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance,Procedure or policy change/review
24014498	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	09/07/25	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service,Provide training and/or guidance
24016509	Oxfordshire County Council	Adult Care Services	Council: care plan	13/08/25	Upheld	Injustice remedied during LGO consideration	Apology,Financial redress: Avoidable distress/time and trouble
24017604	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/10/25	Upheld	fault & inj	Apology,Financial redress: Loss of service,Provide services to person affected
24018295	Oxfordshire County Council	Adult Care Services	Council: direct payments	10/09/25	Closed after initial enquiries	Not warranted by alleged fault	
24018578	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	01/09/25	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Procedure or policy change/review
24018796	Oxfordshire County Council	Adult Care Services	Council: safeguarding	09/12/25	Upheld	fault & inj	Financial redress: Avoidable distress/time and trouble
24019364	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	21/05/25	Upheld	Injustice remedied during LGO consideration	Apology,Provide services to person affected
24019966	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	08/12/25	Upheld	fault & inj	Financial Redress: Quantifiable Loss,Financial redress: Loss of service,Provide training and/or guidance
24020959	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	13/11/25	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble,Apology,Act of Correct Records
24021070	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	19/01/26	Upheld	fault & inj	Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble
24021076	Oxfordshire County Council	Education & Childrens Services	Childrens services: Court reports	02/04/25	Closed after initial enquiries	Sch 5.1 court proceedings	
24021213	Oxfordshire County Council	Adult Care Services	Council: assessment	11/07/25	Closed after initial enquiries	26B(2) not made in 12 months	
24021295	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN	15/05/25	Closed after initial enquiries	Sch 5.5 internal man schools	
24021477	Oxfordshire County Council	Highways & Transport	Parking penalties	10/04/25	Closed after initial enquiries	26(6)c Court remedy	
24022190	Oxfordshire County Council	Education & Childrens Services	Childrens services: Delay in Statutory complaints procedure	28/04/25	Referred back for local resolution	Premature Decision - referred to Organisation	
24022267	Oxfordshire County Council	Education & Childrens Services	Education Appeal Panel: School admissions	12/05/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
24023038	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	30/06/25	Upheld	Injustice remedied during LGO consideration	Financial redress: Avoidable distress/time and trouble
25000156	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	14/07/25	Upheld	Injustice remedied during LGO consideration	Financial redress: Loss of service
25000186	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	08/07/25	Closed after initial enquiries	Not warranted by alleged injustice	
25000340	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	28/06/25	Closed after initial enquiries	Not warranted by alleged fault	
25000888	Oxfordshire County Council	Education & Childrens Services	Childrens services: Family & friends carers	19/09/25	Not Upheld	no fault	
25000913	Oxfordshire County Council	Adult Care Services	Council: DFG	11/02/26	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
25000946	Oxfordshire County Council	Adult Care Services	Council: care plan	18/12/25	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble
25001013	Oxfordshire County Council	Adult Care Services	Council: charging	01/07/25	Closed after initial enquiries	Not warranted by alleged fault	
25001389	Oxfordshire County Council	Adult Care Services	Council: other	28/04/25	Referred back for local resolution	Premature Decision - advice given	
25001908	Oxfordshire County Council	Adult Care Services	Council: charging	21/10/25	Not Upheld	no fault	
25002398	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	13/05/25	Referred back for local resolution	Premature Decision - advice given	
25002831	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	16/07/25	Referred back for local resolution	Premature Decision - referred to Organisation	
25002920	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	09/08/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
25002995	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	03/09/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
25003075	Oxfordshire County Council	Adult Care Services	Council: domiciliary care	09/03/25	Upheld	fault & inj - no further action organisation already	
25003118	Oxfordshire County Council	Highways & Transport	Traffic management	20/05/25	Referred back for local resolution	Premature Decision - advice given	
25003169	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	17/02/26	Upheld	fault & inj	Apology,Financial redress: Avoidable distress/time and trouble,Financial redress: Loss of service
25004092	Oxfordshire County Council	Corporate & Other Services	Corp & Other Servs-other	04/06/25	Closed after initial enquiries	Sch 5.4 personnel	
25004602	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	30/09/25	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
25004937	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	11/06/25	Referred back for local resolution	Premature Decision - advice given	
25005279	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	09/02/26	Upheld	fault & inj	Apology,Financial redress: Loss of service
25005552	Oxfordshire County Council	Education & Childrens Services	Childrens services: Child in Need	20/10/25	Closed after initial enquiries	26(6) (a) tribunal SENDIST	
25005669	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	16/02/26	Upheld	fault & inj	Financial redress: Loss of service
25005843	Oxfordshire County Council	Highways & Transport	Parking penalties	09/09/25	Closed after initial enquiries	26(6) (c) Court remedy	
25005967	Oxfordshire County Council	Adult Care Services	Council: assessment	25/06/25	Referred back for local resolution	Premature Decision - advice given	
25006084	Oxfordshire County Council	Highways & Transport	Moving traffic penalties	13/01/26	Not Upheld	no fault	
25007162	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	16/03/26	Upheld	fault & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble,Provide training and/or guidance
25007348	Oxfordshire County Council	Highways & Transport	Highways & transport-other	29/10/25	Closed after initial enquiries	26B(2) not made in 12 months	
25007514	Oxfordshire County Council	Highways & Transport	Parking penalties	20/10/25	Referred back for local resolution	Premature Decision - referred to Organisation	
25007697	Oxfordshire County Council	Corporate & Other Services	Access to information	23/09/25	Closed after initial enquiries	Other Agency better placed	
25007844	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	03/11/25	Closed after initial enquiries	26(6) (a) tribunal SENDIST	
25007905	Oxfordshire County Council	Adult Care Services	Council: charging	06/11/25	Closed after initial enquiries	Other Agency better placed	
25008345	Oxfordshire County Council	Education & Childrens Services	Childrens services: Statutory complaints procedure	30/09/25	Closed after initial enquiries	26B(2) not made in 12 months	
25009109	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	06/02/26	Closed after initial enquiries	26(6) (a) tribunal SENDIST	
25010725	Oxfordshire County Council	Corporate & Other Services	Corp & Other Servs-other	13/08/25	Incomplete/Invalid	Insufficient information to proceed and PA advised	
25011160	Oxfordshire County Council	Highways & Transport	Parking penalties	09/12/25	Closed after initial enquiries	Not warranted by alleged fault	
25012462	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	21/09/25	Referred back for local resolution	Premature Decision - advice given	
25013221	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	12/02/26	Closed after initial enquiries	Not warranted by alleged fault	
25013359	Oxfordshire County Council	Highways & Transport	Highways & transport-other	02/10/25	Closed after initial enquiries	26(6) (c) Court remedy	
25013519	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	28/01/26	Closed after initial enquiries	26B(2) not made in 12 months	
25013657	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	06/10/25	Incomplete/Invalid	Insufficient information to proceed and PA advised	
25013761	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	08/12/25	Upheld	fault & inj - no further action organisation already	
25013767	Oxfordshire County Council	Highways & Transport	Parking provision	03/10/25	Referred back for local resolution	Premature Decision - advice given	
25014548	Oxfordshire County Council	Adult Care Services	Council: safeguarding	13/02/26	Closed after initial enquiries	Other Agency better placed	
25014887	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	11/03/26	Closed after initial enquiries	Sch 5.1 court proceedings	
25015251	Oxfordshire County Council	Highways & Transport	Traffic management	13/11/25	Closed after initial enquiries	Not warranted by alleged fault	
25015809	Oxfordshire County Council	Environmental Services & Public Protection	Env Servs- Prot: Res-other	08/03/26	Closed after initial enquiries	26(6) (c) Court remedy	
25016064	Oxfordshire County Council	Adult Care Services	Council: assessment	28/10/25	Referred back for local resolution	Premature Decision - advice given	
25016332	Oxfordshire County Council	Education & Childrens Services	Education Council: Other	10/12/25	Closed after initial enquiries	Sch 5.5 internal man schools	
25016715	Oxfordshire County Council	Highways & Transport	Highway adoption	05/03/26	Closed after initial enquiries	26(6) (c) Court remedy	
25016789	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Other	04/11/25	Referred back for local resolution	Premature Decision - advice given	
25016907	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	16/03/26	Closed after initial enquiries	26B(2) not made in 12 months	
25017455	Oxfordshire County Council	Adult Care Services	Council: care plan	05/02/26	Not Upheld	no fault	
25018514	Oxfordshire County Council	Highways & Transport	Highway repair & maintenance	24/11/25	Referred back for local resolution	Premature Decision - advice given	
25019390	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	03/03/26	Referred back for local resolution	Premature Decision - referred to Organisation	
25019426	Oxfordshire County Council	Highways & Transport	Parking provision	09/12/25	Referred back for local resolution	Premature Decision - advice given	
25020273	Oxfordshire County Council	Adult Care Services	Env Servs- Prot: Res-other	09/12/25	Referred back for local resolution	Premature Decision - advice given	
25022677	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	11/02/26	Closed after initial enquiries	No worthwhile outcome achievable by investigation	
25023431	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	26/01/26	Referred back for local resolution	Premature Decision - advice given	
25026278	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	19/02/26	Referred back for local resolution	Premature Decision - advice given	
25026538	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	11/02/26	Referred back for local resolution	Premature Decision - advice given	
25027030	Oxfordshire County Council	Highways & Transport	Street furniture & lighting	17/02/26	Referred back for local resolution	Premature Decision - advice given	
25027183	Oxfordshire County Council	Planning & Development	Other planning application	18/02/26	Referred back for local resolution	Premature Decision - advice given	

25028676	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	05/03/26	Referred back for local resolution	Premature Decision - advice given	
25028981	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	10/03/26	Referred back for local resolution	Premature Decision - advice given	
25029202	Oxfordshire County Council	Adult Care Services	Council: assessment	09/03/26	Referred back for local resolution	Premature Decision - referred to Organisation	
25029220	Oxfordshire County Council	Adult Care Services	Council: safeguarding	12/03/26	Referred back for local resolution	Premature Decision - advice given	
25030181	Oxfordshire County Council	Adult Care Services	Council: charging	23/03/26	Incomplete/Invalid	Insufficient information to proceed and PA advised	
24003250	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	16/06/25	Upheld	fault & inj	Apology,Financial redress: Loss of service,Financial redress: Avoidable distress/time and trouble

## Compliance

Reference	Authority	Category	Subcategory	Decided	Remedy	Remedy A	Satisfaction with Compliance
24003250	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	15/06/25	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble	14/07/25	Remedy satisfied on time
24005262	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Care of Looked After child	06/06/25	Apology Financial redress: Avoidable distress/time and trouble Provide information/advice to person affected Provide services to person affected	31/07/25	Remedy satisfied on time
24005830	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	10/02/25	Apology Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	28/07/25	Remedy satisfied on time
24006454	Oxfordshire County Council	Adult Care Services	Provider obo council: domiciliary care	24/03/25	Apology Provide training and/or guidance	20/05/25	Remedy satisfied on time
24010239	Oxfordshire County Council	Adult Care Services	Council: assessment	12/12/25	Apology	22/12/25	Remedy satisfied on time
24010440	Oxfordshire County Council	Education & Childrens Services	Education Council: Other	04/11/25	Apology Financial redress: Avoidable distress/time and trouble Financial Redress: Quantifiable Loss Provide training and/or guidance	04/12/25	Remedy satisfied on time
24011571	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	11/12/25	Financial redress: Avoidable distress/time and trouble Apology Add or Correct Records	08/01/26	Remedy satisfied on time
24013800	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	07/04/25	Financial redress: Avoidable distress/time and trouble Provide training and/or guidance Procedure or policy change/review	11/05/25	Remedy satisfied on time
24014498	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	08/07/25	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service Provide training and/or guidance	04/08/25	Remedy satisfied on time
24016509	Oxfordshire County Council	Adult Care Services	Council: care plan	12/08/25	Apology Financial redress: Avoidable distress/time and trouble	09/09/25	Remedy satisfied on time
24017604	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	05/10/25	Apology Financial redress: Loss of service Provide services to person affected	03/11/25	Remedy satisfied on time
24018578	Oxfordshire County Council	Adult Care Services	Provider obo council: residential care	31/08/25	Apology Financial redress: Avoidable distress/time and trouble Procedure or policy change/review	25/09/25	Remedy satisfied on time
24018796	Oxfordshire County Council	Adult Care Services	Council: safeguarding	09/12/25	Financial redress: Avoidable distress/time and trouble	23/12/25	Remedy satisfied on time
24019364	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	20/05/25	Apology Provide services to person affected	26/06/25	Remedy satisfied on time
24019966	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	08/12/25	Financial Redress: Quantifiable Loss Financial redress: Loss of service Provide training and/or guidance	16/03/26	Service improvement late. Personal remedy satisfied on time.
24020959	Oxfordshire County Council	Education & Childrens Services	Education Council: Transport	13/11/25	Financial Redress: Quantifiable Loss Financial redress: Loss of service	02/01/26	Personal remedy late. No service improvement recommendations
24021070	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	19/01/26	Financial redress: Loss of service Financial redress: Avoidable distress/time and trouble	09/02/26	Remedy satisfied on time
24023038	Oxfordshire County Council	Education & Childrens Services	Childrens Services: Child protection	30/06/25	Financial redress: Avoidable distress/time and trouble	20/08/25	Remedy satisfied on time
25000156	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Assessments and reviews	10/07/25	Financial redress: Loss of service	21/09/25	Remedy satisfied on time
25000946	Oxfordshire County Council	Adult Care Services	Council: care plan	18/12/25	Apology Financial redress: Avoidable distress/time and trouble	19/02/26	Remedy satisfied on time
25003169	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	17/02/26	Apology Financial redress: Avoidable distress/time and trouble Financial redress: Loss of service	18/03/26	Remedy satisfied on time
25005279	Oxfordshire County Council	Education & Childrens Services	Education Council: SEN Provision and EHC plans	09/02/26	Apology Financial redress: Loss of service	26/03/26	Remedy satisfied on time
25005669	Oxfordshire County Council	Education & Childrens Services	Education Council: Alternative provision	16/02/26	Financial redress: Loss of service	10/03/26	Remedy satisfied on time