

# Local Government OMBUDSMAN

16 June 2009

Miss J Waggott  
Chief Executive  
Ryedale District Council  
Ryedale House  
MALTON  
YO17 0HH

Our ref: Annual Letter/AS/jib  
(Please quote our reference when contacting us)

Dear Miss Waggott

## **Annual Review 2008/09**

I enclose an annual review summarising the complaints about your Council that my office has dealt with over the past year. I hope you find the review a useful addition to other information you have on how people experience or perceive your services.

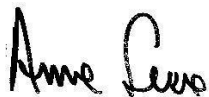
The review is split into two sections. The first is about complaints about your Council and the second provides a general update on LGO developments. This includes our proposal to introduce 'statements of reasons' for Ombudsmen decisions. I would welcome your views on this.

All the annual reviews will be published on our website ([www.lgo.org.uk](http://www.lgo.org.uk)) and shared with the Audit Commission four weeks after this letter. If you feel there is any material factual inaccuracy in the review please let me know so that I can consider and, if necessary, reissue the review. A summary of statistics for all authorities will also be published on our website.

If it would be helpful, I or a senior colleague would be willing to present and discuss the annual review with councillors or staff.

A copy of this letter and the review is being sent to you electronically. I should be grateful if you could put the annual review on your Council's website. You do not need to include this covering letter on your website.

Yours sincerely



Anne Seex  
Local Government Ombudsman

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