

15 December 2021

The Civil Justice Council  
Civil Justice Council Room, E205  
Royal Courts of Justice, Strand  
London WC2A 2LL

**LGSCO response to Civil Justice Council consultation on Pre-Action Protocols**

I am writing to respond to your consultation on the Pre-Action Protocols.

The LGSCO can take complaints about tier one and tier two authorities including the actions of children's services, adult social care and housing. We also take complaints about the actions of private adult social care providers. We have a role in improving public services. This is done using the evidence we gain from our casework and by working with local authorities and care providers to support learning from complaints.

We respond to all consultations based on the evidence from our casework. We don't have any evidence relating to the specific questions set out in the consultation, as such we have not responded to these. However, we are writing to give our support to the proposal to include reference to our service at the pre action stage. We have seen evidence that in recent years people are increasingly likely to seek redress through the courts for issues that might better be addressed by our service. As such we strongly support any aims or actions taken to increase awareness of our service.

We would like to provide help and advice to you on what this should look like. The Ombudsman landscape in England can be confusing for potential complainants. We know that people coming to our service can sometimes be confused, for example, between our role and the role of the PHSO or the Housing Ombudsman. We would therefore like to ensure that any information presented is clear and ensures people are going to the right place.

We would be grateful for the chance to work with you on what this might look like at the implementation stage. If you are interested in doing so please contact [REDACTED]  
[REDACTED]

Yours sincerely



[REDACTED]

[REDACTED]