

Local Government
OMBUDSMAN

18 June 2008

Mr W Lumley
Chief Executive Officer
Bolsover District Council
Sherwood Lodge
Bolsover
CHESTERFIELD S44 6NF

Our Ref: Annual Letter/AS/CRB
(Please quote our reference when contacting us and, if using email, please put the reference number in the email subject header)

Dear Mr Lumley

Annual Letter 2007/08

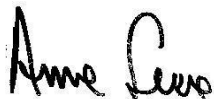
I am writing to give you a summary of the complaints about your authority that my office dealt with over the past year, as set out in the Annual Letter attached. I hope you find this to be a useful addition to other information you have on how people experience or perceive your services. Comments on the form and content of the Annual Letter would be welcome.

Four weeks after this letter annual letters for all authorities will be published on our website (www.lgo.org.uk) and copied to the Audit Commission. If you think there is any material inaccuracy in your Annual Letter please let the Assistant Ombudsman know as quickly as possible so that I can consider whether it should be amended. A summary of statistics about all the complaints we have received and dealt with will be also be published on our web-site.

I or one of my senior colleagues would be pleased to visit the Council to present and discuss the Annual Letter with councillors or staff.

A copy will be sent to you electronically so that you can distribute it easily and publish it on your own website. This covering letter is not intended for publication.

Yours sincerely



Anne Seex
Local Government Ombudsman

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