



Wirral Metropolitan Borough Council

Report of Local Government and Social Care Ombudsman

The Local Government and Social Care Ombudsman has issued a report following its investigation of a complaint about Wirral Metropolitan Borough Council. The complaint was about *Education & Children's Services*. The Ombudsman found that there had been fault on the part of the Council, and this had caused injustice to the complainant.

Wirral Metropolitan Borough Council has agreed to take action which the Ombudsman regards as providing a satisfactory remedy for the complaint.

The Council must now consider the report and tell the Ombudsman within three months (or such longer period as the Ombudsman may agree) what it proposes to do.

Copies of the report will be available for public inspection on request for three weeks starting on 23rd day of March 2022. To request a copy of the report please e-mail sendresolution@wirral.gov.uk, telephone 0151 691 8262 or write to the Customer Resolution & Information Team at PO Box 290, Brighton Street, Wallasey, CH27 9FQ. Anyone is entitled to take copies of the report or extracts from it. Copies will be supplied free of charge.