


Local Government &
Social Care
OMBUDSMAN

5 June 2024

Mr Adam Moores




Your ref:

Our ref: 24 000 023

(Please quote our reference when contacting us and, if using email, put the number in the email subject line)

If telephoning please contact:



Dear Mr Moores

Thank you for your complaint about Greater Manchester Combined Authority. We have allocated your complaint reference number 24 000 023. Please quote this number whenever you contact us.

The law says that, before investigating a complaint, we must normally be satisfied the Authority knows about the complaint and has had an opportunity to investigate and to reply. All local authorities and many other bodies use their own complaints procedures, which may be different for certain types of complaint. The Authority will be able to tell you more about these procedures.

Usually we expect people to have exhausted complaints procedures before we consider whether to investigate their complaint. This is because the Authority is best placed to resolve things that have gone wrong. From the information I have, your complaint has not been right through the Authority's complaints procedure.

The Authority has informed us that the complaint is currently being considered. There have been some delays, but the issue is now proceeding, and you should receive a response soon.

Although the Authority is dealing with your complaint under its procedures, this process is not yet complete. So, I will tell the Authority today that, although we have received your complaint, at present it is too early for us to consider it. I will ask the Authority to ensure

any time scales in the complaints procedure are met and that it keeps you informed about what is happening.

Next steps

I will now temporarily close your complaint with us. If, when the Authority tells you it has completed considering your complaint, you are not satisfied with its response or the way it has dealt with you, please contact me explaining the reasons why you remain dissatisfied. I will then reopen your complaint and we will consider whether it is one we should investigate. We can also, if you wish, take into account the delays involved in consideration of the complaint.

Reasonable adjustments

We are committed to making sure the way we work does not disadvantage disabled people and meets our legal obligations. If someone asks us to change how we communicate with them we will consider whether it is reasonable to do so.

How we handle your personal data

You can find more information about how we manage your personal data and what we do with it in the Privacy Statement on our website (www.lgo.org.uk/privacy/). This information is also available on request.

Yours sincerely

