

Complaint overview

Reporting year

2025 / 2026

Update results

Between 1 April 2025 to 31 March 2026, we dealt with 78 complaints. Of these, 42 were not for us or not ready for us to investigate. We assessed and closed 19 complaints. We investigated 17 complaints.

You can [search the decisions](#) behind these statistics and read our [annual letters to this council](#).



Complaints dealt with



Not for us



Assessed and closed



Investigated

Complaints upheld



We investigated **17** complaints and upheld **16**.

 **94%** of complaints we investigated were upheld.

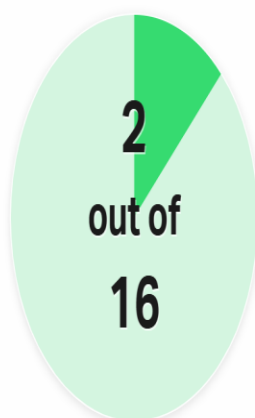
 This compares to an average of **85%** in similar authorities.

Adjusted for Slough Borough Council's population, this is 9.6 upheld decisions per 100,000 residents.

 The average for authorities of this type is 5.6 upheld decisions per 100,000 residents.

[View upheld decisions](#)

Satisfactory remedies provided by the Council



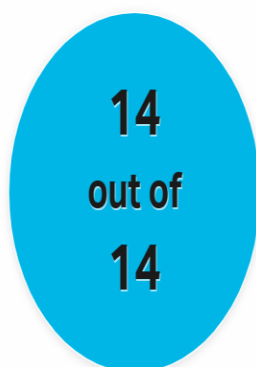
In **2** out of **16** upheld cases we found the Council had provided a satisfactory remedy before the complaint reached the Ombudsman.

 **13%** satisfactory remedy rate.

[View satisfactory remedy decisions](#)

 This compares to an average of **13%** in similar authorities.

Compliance with Ombudsman recommendations



We recorded compliance outcomes in **14** cases.
In **14** cases we were satisfied with the actions taken.

 **100%** compliance rate with recommendations.

 This compares to an average of **100%** in similar authorities.

In **2** out of **14** cases compliance with recommendations was **on time**

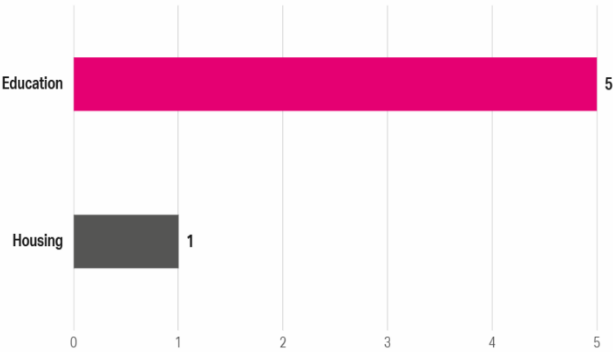
 **14%** timely compliance rate.

 This compares to an average of **77%** in similar organisations.

Service improvements



View as [Chart](#) | [Table](#)



6 cases with service improvements recorded in this period.

Service improvements are actions councils agree to take to address faults identified in our investigations which help prevent similar problems affecting other people.

[View service improvements](#)

Annual total

[Current year](#)