

18 June 2008

Mr T Curtis
Chief Executive
Basingstoke & Deane Borough Council
DX 3008
Basingstoke

Our ref: JRW/SC/BM/jd
Please quote our reference when contacting us

**If telephoning contact: Sharon Chappell on 02476 820033
or e-mail: s.chappell@lgo.org.uk**

Dear Mr Curtis

Annual Letter 2007/08

I am writing to give you a summary of the complaints about your authority that my office has dealt with over the past year, set out in the annual letter attached. I hope you find the letter a useful addition to other information you have on how people experience or perceive your services.

I would again very much welcome any comments you may have on the form and content of the letter.

We will publish all the annual letters on our website (www.lgo.org.uk) and share them with the Audit Commission. We will wait for four weeks after this letter before doing so, to give you an opportunity to consider the letter first. If a letter is found to contain any material factual inaccuracy we will reissue it. We will also publish on our website a summary of statistics relating to the complaints we have received and dealt with against all authorities.

I would again be happy to consider requests for me or a senior colleague to visit the Council to present and discuss the letter with councillors or staff. We will do our best to meet the requests within the limits of the resources available to us.

I am also arranging for a copy of this letter and its attachments to be sent to you electronically so that you can distribute it easily within the council and put the annual letter on your Council's website. This covering letter is not intended for publication.

Yours sincerely



J R White
Local Government Ombudsman

Enc: Annual Letter