

National Conference 2020 – Keynote Speakers

Neil Mackay and Lowri Dixon, Local Government Ombudsman



Neil is an Investigator with the Local Government and Social Care Ombudsman, dealing with complaints about councils, some other public bodies and social care providers. He investigates complaints about a range of services including homelessness, housing allocations, private rented sector standards, housing benefits and payments and the right to buy.



Lowri is an Investigator for the Local Government and Social Care Ombudsman, currently working in the assessment department. She assesses complaints about a range of housing issues, primarily homelessness and housing allocations, to decide whether the Ombudsman can and should investigate them.

‘Focus Report on the complaints about the HRA’

Neil and Lowri have been working together to create the new focus report that will provide learning points and good practice tips from the Ombudsman’s investigations of the Homelessness Reduction Act complaints.