

## Revenues and Benefits Complaints Information

2005/2006

How many complaints did we get?

<b>Council Tax</b>	11
<b>Business Rates</b>	1
<b>Benefits</b>	7
<b>Total</b>	<b>19</b>

What were they about?

<b>Council Tax</b>	8 Billing and Recovery
	3 Discount and exemption
	0 The council's finances
	0 Other service area
	<b>11 Total</b>
<b>Business Rates</b>	0 Billing
	1 Valuation
	<b>1 Total</b>
<b>Benefits</b>	7 Claims

Did we meet our response  
target of 10 working days?

<b>Council Tax</b>	11 Dealt with on target
	0 Missed target
	<b>11 Total</b>
<b>Business Rates</b>	1 Dealt with on target
	0 Missed target
	<b>1 Total</b>
<b>Benefits</b>	7 Dealt with on target
	0 Missed target
	<b>7 Total</b>

2006/2007

How many complaints did we get?

<b>Council Tax</b>	15
<b>Business Rates</b>	1
<b>Benefits</b>	8
<b>Total</b>	<b>24</b>

What were they about?

<b>Council Tax</b>	10 Billing and Recovery
	3 Discount and exemption
	0 The council's finances
	2 Benefit related
	<b>15 Total</b>
<b>Business Rates</b>	0 Billing
	1 Valuation
	<b>1 Total</b>
<b>Benefits</b>	8 Claims

Did we meet our response  
target of 10 working days?

<b>Council Tax</b>	13 Dealt with on target
	2 Missed target
	<b>15 Total</b>
<b>Business Rates</b>	1 Dealt with on target
	0 Missed target
	<b>1 Total</b>
<b>Benefits</b>	6 Dealt with on target
	2 Missed target
	<b>8 Total</b>

2007/2008

How many complaints did we get?

<b>Council Tax</b>	7
<b>Business Rates</b>	1
<b>Benefits</b>	7
<b>Total</b>	<b>15</b>

What were they about?

<b>Council Tax</b>	6 Billing and Recovery
	0 Discount and exemption
	0 The council's finances
	1 Benefit related
	<b>7 Total</b>
<b>Business Rates</b>	1 Billing
	0 Valuation
	<b>1 Total</b>
<b>Benefits</b>	7 Claims

Did we meet our response  
target of 10 working days?

<b>Council Tax</b>	6 Dealt with on target
	1 Missed target
	<b>7 Total</b>
<b>Business Rates</b>	0 Dealt with on target
	1 Missed target
	<b>1 Total</b>
<b>Benefits</b>	7 Dealt with on target
	0 Missed target
	<b>7 Total</b>