

Revenues and Benefits Complaints Information

Which service were they about?

	2006/2007 Number of complaints	2007/2008 Number of complaints	2008/2009 Number of complaints
Council Tax	15	7	9
Business Rates	1	1	1
Benefits	8	7	8
Total	24	15	18

What were they about?

	2006/2007 Number of complaints	2007/2008 Number of complaints	2008/2009 Number of complaints
Council Tax			
Billing and Recovery	10	6	5
Discount & Exemption	3	0	4
The council's finances	0	0	0
Benefit related	2	1	0
Other service area	0	0	0
Business Rates			
Billing	0	1	1
Valuation	1	0	0
Benefits			
Claims	8	7	7

Did we meet our response target of 10 working days?

	2006/2007 Number of complaints	2007/2008 Number of complaints	2008/2009 Number of complaints
Council Tax			
Dealt with on target	13	6	8
Missed target	2	1	1
Business Rates			
Dealt with on target	1	0	1
Missed target	0		0
Benefits			
Dealt with on target	6	7	6
Missed target	2	0	2

Detailed information about the complaints we received during 2008/2009

Council Tax complaints

Nature of complaint	Action taken	Complaint upheld?
Final notice issued to a customer when their account had already been paid in full.	A payment had been incorrectly transferred from the customer account to another customers account. Apology sent.	Yes
Parent wrote in on son's behalf saying the son should not have to pay Council Tax arrears because he was mentally disabled. Parent alleged that the council was reckless in granting the son a tenancy which he had no means of supporting and they did not ascertain his ability to pay. His son had incurred costs.	Agreed to cancel costs and awarded a single persons discount, although the arrears remained payable. Meeting arranged with the council's Housing Team to deal with the housing matters	Yes
Customer very unhappy at being sent a final notice when instalments were only a few days behind	Explained Council Tax is statutory tax with clear and specific legislation and that the issuing of the final notice had been correct.	No
Cancellation of Single persons Discount	Apologised that our normal practice wasn't carried out	Yes
Disputing summons costs	Costs will not be cancelled as correctly incurred.	No
Customer upset at being sent a reminder when pays 2 instalments 6 monthly	Explained needs to pay second instalment on the day the sixth monthly instalment is due.	No
Refund took 34 months to action, customer seeking interest	Apologised and advised that since 2005 we have made changes to our procedures to prevent this happening. Interest paid.	Yes
Wording of reminder letter	Advised it is approved by Plain English and that it must contain reference to potential court action and costs	No
We wrongly said customer had died	Apologised and advised it had been discussed with the member of staff and additional training was given.	Yes

BUSINESS RATES COMPLAINTS

Nature of complaint	Action taken	Complaint upheld?
Asking for Business Rate relief	Advised only relief available would be hardship and must contact to discuss further	No

BENEFITS COMPLAINTS

Nature of complaint	Action taken?	Complaint upheld?
Did not receive prompt payment of benefit	Apologised, error with billing of the property	Yes
Customer received letter from their landlord advising no payments of Housing Benefit had been received	Advised tenants didn't complete forms correctly and that the first time we saw proof of tenancy was the letter the landlord sent to the customer that resulted in the customer complaint.	No
Seeking compensation because Housing Benefit was deprived from landlord	Advised we agreed and that compensation would be paid	Yes
Delay in processing benefit claim and original documents being returned to incorrect address	Apologised for delay in processing claim. Advised customer of reason for delay	Yes
Customer thought Housing Benefit payment would be in their bank account by 6 th of the month and so set up an outgoing standing order for rent payment that date. Customer complained that Housing Benefit payment didn't go in on this date and seeking reimbursement of costs	We sent the customer a copy of the original letter which advised that the payment date was 8 th of the month. Advised can't reimburse costs	No
Lack of response to information requested by the customer about overpayment of benefit, which resulted in recovery action and costs being incurred	Costs cancelled and advised could appeal with regards to overpayment	Yes
Customer received a letter from us advising they were not in when an appointment was made for them. They are saying visiting officer did not keep the appointment and they had cancelled doctors appointment to be in for it	Advised we can re-arrange appointments to suit customers	Yes
Landlord requesting Housing Benefit be paid to him but it has gone to tenant	Advised we received a telephone call with regards to this and they were asked to put it in writing but nothing received	No