

### Appendix 3 – Corporate Services Complaints and Complaints Processing (Mid-year – 2010/11)

There were a total of 35 formal complaints received in Corporate Services in the first six months of 2010/11. All of these complaints were acknowledged within 5 working days and replied to within 20 working days. The nature and outcome on each of these complaints is detailed below.

| No. | Service Area     | Nature of Complaint  | Outcome  |
|-----|------------------|--|--|
| 1   | Finance Recovery | Complaint regarding repairs & arrangement offered.   | Unjustified<br>Explanation issued              |
| 2   | Council Tax      | Final notice issued to each liable person & customer thought that the sum outstanding was the amount on each letter. | Unjustified<br>Explanation issued              |
| 3   | Finance Recovery | Received reminder & did not know why, requested detailed account.  | Unjustified<br>Explanation issued              |
| 4   | Finance Recovery | Detailed account not received, unable to complete assessment as customer ill.  | Unjustified<br>Explanation issued              |
| 5   | Finance Recovery | Disputing outstanding balance.   | Unjustified<br>Explanation issued              |
| 6   | Finance Recovery | Customer received notification of overpayment of benefit via revised bill and an arrangement was required.           | Unjustified<br>Explanation issued              |
| 7   | Finance Recovery | Annual Statement showed outstanding balance for poll tax which customer disputed.                                    | Unjustified<br>Explanation issued              |
| 8   | Finance Recovery | Documents issued to address for a previous tenant.   | Unjustified<br>Explanation issued              |
| 9   | Finance Recovery | 10% costs being added to arrears.  | Unjustified<br>Explanation issued              |
| 10  | Council Tax      | Form being issued re residence.  | Unjustified<br>Explanation issued              |
| 11  | Finance Recovery | Accounts being linked for all arrears.   | Unjustified<br>Explanation issued              |
| 12  | Finance Recovery | Accounts being linked for all arrears. Happened in 2008 and now again-error.   | Justified<br>Apology issued                    |
| 13  | Finance Recovery | Account being placed with Sheriff Officer.   | Unjustified<br>Explanation issued              |
| 14  | Council Tax      | Mail sent to ex partner who stayed at the residence previously.  | Unjustified<br>Explanation issued              |
| 15  | Council Tax      | Having to contact us on several occasions and received reminder and Final Notice whilst applying for an exemption.   | Part Justified<br>Explanation & apology issued |

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| 16 | Finance Recovery | 10% Costs being added on to outstanding balance.   | Unjustified<br>Explanation issued                |
| 17 | Finance Recovery | Outstanding balance dispute.   | Unjustified<br>Explanation issued                |
| 18 | Council Tax      | Received follow up due to payment being short by £1.00.  | Unjustified<br>Explanation issued                |
| 19 | Benefits         | Private tenant received unannounced visit from Housing officer to check documentation and property.                        | Unjustified<br>Explanation issued                |
| 20 | Benefits         | Treatment of personal documents passed to staff, not held securely.  | Part Justified<br>Explanation & apology issued   |
| 21 | Council Tax      | Disputing summary warrant as believes they were exempt from paying council tax.  | Unjustified<br>Explanation issued                |
| 22 | Council Tax      | Number of notices received concerning payment and the 10% statutory additions being added to outstanding balance.          | Unjustified<br>Explanation issued                |
| 23 | Council Tax      | Level of service received & admin errors which resulted after discount was awarded.  | Justified<br>Apology issued                      |
| 24 | Finance Recovery | Disputing outstanding balance re poll tax.   | Unjustified<br>Explanation issued                |
| 25 | Finance Recovery | Disputing summary warrant & 10% statutory additions being added to outstanding balance.                                    | Unjustified<br>Explanation issued                |
| 26 | Debtors          | Received follow up when service paid for in advance.   | Part Justified.<br>Explanation & Apology issued  |
| 27 | Debtors          | Received Final notice but customer is paying by standing order.  | Unjustified<br>Explanation issued                |
| 28 | Council Tax      | Disputing summary warrant. Customer made payment and was allocated to current year and should have been for previous year. | Justified. Apology issued.                       |
| 29 | Council Tax      | Customer moved house and did not notify WDC. Customer was awarded a discount but still had balance to pay.                 | Unjustified<br>Explanation issued                |
| 30 | Finance Recovery | Disputing deductions being taken from DWP and arrangement being cancelled.   | Part Justified.<br>Explanation & apology issued. |
| 31 | Debtors          | Received follow up when the customer believes that the account has been paid.  | Unjustified<br>Explanation issued                |
| 32 | Debtors          | Received follow up and final notice.   | Justified<br>Apology issued                      |
| 33 | Council Tax      | Received follow up.  | Justified  |

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|    |                   |   | Apology issued   |
| 34 | Trading Standards | Complainant unhappy with the actions of Trading Standards Officer in relation to her complaint about a verbal quote and subsequent invoice issued by contactor. | Unjustified – no action taken  |
| 35 | Council           | Complainant unhappy about the Council decision to boycott Israeli goods.  | Unjustified. Complainant advised how he could make a deputation to Council in order to have the decision overturned. |