

Appendix 4

Complaints – Mid Year Progress – 2009/2010

There were a total of 28 formal complaints received in Corporate Services in the first six months of 2009/2010. The nature and outcome on each of these complaints is detailed below.

April - June

No.	Service Area	Nature of Complaint	Outcome
1	Finance Recovery	Customer not willing to disclose income to assist in making an arrangement.	Unjustified Explanation issued
2	Finance Recovery	Wording of arrangement letter. Seeking clarification on account as not notified re transfers.	Unjustified Explanation Issued
3	Finance Recovery	Wording of arrangement letter. Son shown as being registered at address when not there.	Unjustified Explanation Issued
4	Benefits	Receiving letters re Housing Benefit overpayments relating to previous tenants.	Justified Apology Issued
5	Finance Recovery	No confirmation received re o/s balances. Customer receiving conflicting advice on o/s balance	Justified Apology Issued
6	Finance Recovery	Expired arrangement letter sent and customer requested breakdown of o/s balances for poll tax and council tax	Unjustified Explanation Issued
7	Finance Recovery	Customer arrangement letter not accepted	Unjustified Explanation Issued
8	Finance Recovery	Expired arrangement letter. Customer does not want to update arrangement as circumstances have not changed.	Justified Apology Issued
9	Finance Recovery	Arrangement proposal refused and new arrangement to be set up	Unjustified Explanation Issued
10	Finance Recovery	Request to have charges waived as customer in a nursing home.	Unjustified Explanation Issued
11	Treasury	Time taken to forward monies to CSA	Unjustified Explanation issued
12	Council Tax	Removal of discount & customer to pay bill. Another dept advised that the customer was in credit-lack of communication between different departments	Part Justified Explanation & apology issued
13	Finance Recovery	Customer doesn't want to provide bank details	Unjustified Explanation Issued

14	Debtors	Correspondence sent to wrong address i.e. parents address instead of power of attorney's address. Invoice received was for full amount instead of o/s amount.	Part Justified Explanation & apology issued
15	Finance Recovery	Customer doesn't agree with o/s balance	Unjustified Explanation Issued
16	Finance Recovery	Customer defaulted on arrangement as applied for discount which altered monthly payments.	Justified Apology issued
17	Debtors	Customer received follow up when paid account. Payment is allocated to oldest account within the system.	Part Justified Explanation & apology issued
18	Debtors	Customer feels harassed by receiving follow up. Has requested ombudsman investigation.	Part Justified Explanation & apology issued

July – September

No.	Service Area	Nature of Complaint	Outcome
1	Finance Recovery	Poll Tax arrears accumulated with Council tax arrears and do not want to pay by standing order.	Unjustified Explanation issued
2	Finance Recovery	Customer doesn't want to provide bank details	Unjustified Explanation Issued
3	Rent Collection	Customer had no communication re payment not processed. Letter crossed in mail.	Unjustified Explanation Issued
4	Finance Recovery	Disputing outstanding council tax balance	Unjustified Explanation Issued
5	Finance Recovery	Customer believes that they received conflicting advice from different departments	Justified Apology Issued
6	Council Tax	Receiving follow up when customer believes payment has been made. Not happy with staff attitude	Justified Apology Issued
7	Finance Recovery	Mandate stopped and account on hold	Unjustified Explanation Issued
8	Council Tax	Deductions still continued from customer's DSS pays after account paid in full	Justified Apology Issued
9	Finance Recovery	Disputing arrears	Unjustified Explanation Issued
10	Finance Recovery	Disputing outstanding Balance	Unjustified Explanation Issued