

#### Appendix 4 - Complaints and Complaints Processing – 2009/2010

There were a total of 42 formal complaints received in Corporate Services- Finance & ICT in 2009/2010. 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	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
19	Finance Recovery	Poll Tax arrears accumulated with Council tax arrears and do not want to pay by standing order.	Unjustified Explanation issued
20	Finance Recovery	Customer doesn't want to provide bank details	Unjustified Explanation Issued
21	Rent Collection	Customer had no communication re payment not processed. Letter crossed in mail.	Unjustified Explanation Issued
22	Finance Recovery	Disputing outstanding council tax balance	Unjustified Explanation Issued
23	Finance Recovery	Customer believes that they received conflicting advice from different departments	Justified Apology Issued
24	Council Tax	Receiving follow up when customer believes payment has been made. Not happy with staff attitude	Justified Apology Issued
25	Finance Recovery	Mandate stopped and account on hold	Unjustified Explanation Issued
26	Council Tax	Deductions still continued from customer's DSS pays after account paid in full	Justified Apology Issued
27	Finance Recovery	Disputing arrears	Unjustified Explanation Issued
28	Finance Recovery	Disputing outstanding Balance	Unjustified Explanation Issued
29	Finance Recovery	Disputing arrears	Unjustified Explanation issued
30	Finance Recovery	Did not want to provide copies of bank statements etc to provide proof of earnings for an arrangement to be made	Unjustified Explanation Issued
31	Finance Recovery	Disputing outstanding Balance	Unjustified Explanation Issued

32	Finance Recovery	Disputing additional monies due	Unjustified Explanation Issued
33	Council Tax	Appropriate paperwork not sent to customer to make arrangements to pay CT balance	Part Justified. Explanation & Apology Issued
34	Finance Recovery	Disputing additional monies due	Unjustified Explanation Issued
35	Finance Recovery	Disputing payment arrangement	Unjustified Explanation issued
36	Council Tax	Customer advised that requested swipe card twice- not yet received and wants explanation as why they did not receive full discount	Unjustified Explanation issued
37	Arrears	Received arrears letter & did not agree with it.	Unjustified Explanation issued
38	Rent Collection	Length of time taken to process refund	Part justified. Apology & Explanation issued
39	Council Tax	Prior year direct debit taken without giving notice to customer	Justified. Apology & Explanation issued
40	Council Tax	Customer's discount awarded decreased from 50% to 10%	Unjustified Explanation issued
41	Council Tax	Customer received summary warrant when they already had an arrangement in place.	Unjustified Explanation issued
42	Council Tax	Final notice received by elderly parents.	Unjustified Explanation issued