

**The Finance Service**  
**Complaints about our service and how we responded – from Jan 2008**

WDC Complaint No.	Date received	The Complaint	How we responded and any improvements that resulted
489	7.1.08	A company acting on behalf of the Council had tried to contact a Council Tax debtor who had absconded. A letter was sent asking for Mr. C to get in touch with the debt collection agency but the letter was sent to the wrong address. The occupier complained that the Council had contacted the wrong person. Subsequent enquiries proved this was correct.	The complaint was not upheld but a letter was sent to the occupier of the property to apologise and to explain our reasons for trying to find the non-payer.
514	25.3.08	Mr. W complained that the Local Taxation Service had issued a summons to his old address and he had incurred costs.	The summons was issued to the last known address as Mr W had failed to settle the closing bill or give us a new address. We did not ask Mr.W to pay the costs and these were cancelled.
539	19.6.08	Mrs.P complained that a WDC wheelie bin had damaged her car. She had contacted the Council's insurance company who had denied liability for the damage.	We wrote to explain that the Council does not consider this to be a complaint as the issue is linked to an insurance claim where the insurers have denied liability.
547	16.6.08	Mr. T complained about the benefit notification letter he has been sent. He raised many points concerning the layout and style of the letter and has concerns about the quality of the content. He asked for an explanation as to why his previous complaint of May 08, passed to the Benefits Service by Cllr.Phillips was not recorded as a complaint and why a previous	We sent a reply to explain that explaining that the letters are produced by our computer system and that we have little ability to change the layout. The wording regarding overpayments was being looked at and has now been changed to make our letters clearer. The previous complaint now

		complaint he made in September 07 was not dealt with as such.	registered.  <i>Since this complaint, the letters we send have been re-written to be clearer and easier to understand. Plain-English is used whenever possible.</i>
578	20.10.08	Customer was complaining that the Customer Services Officer had to ask for a Local Taxation Officer to deal with his enquiry when he visited the offices. He also complained that he had spent a lot of time and money trying to resolve his problem.	A letter of apology was sent with an explanation that Customer Service staff deal with the majority of customer enquiries but complex matters are usually passed to Local Taxation.
579	22.10.08	Mrs.B's claim for benefit was suspended while Benefits were waiting for information to come in which would support the claim. This suspension meant a payment of HB was not made in time for customer to pay rent.	The Benefits Service telephoned Mrs B to apologise and to reassure her that an HB payment would be in her bank account within the week.
580	30.10.08	Customer complained that a lack of communication between the Benefits and Local Taxation Services resulted in a summons for Council Tax being issued.	A letter was sent explaining what had gone wrong and apologising for any confusion. The summons was cancelled.
595	22.9.08	A Benefits customer had receive a letter from us that had arrived in an open envelope. The letter contained her personal bank details and she was concerned about this information falling into the wrong hands.	A letter of apology was sent which explained that some glue on an old stock of envelopes had deteriorated and was no longer sealing envelopes. The fact that the envelope was unsealed did not get noticed before it left the office.  <i>Since this complaint, we have stopped using these envelopes and they have been re-cycled.</i>

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