

Date Provided: 30 August 2018

Council Tax Complaints

Ref: FOI / 7511

Information Request and Response by Lewes District Council

- 1) *A copy of Lewes District Council's full complaints procedure and policy for the escalation of Council Tax related complaints or expressions of dissatisfaction, including the details of the specific contact points and persons / departmental roles of the persons who are assigned to attend to complaints.*

Please find attached and can also be found on our website at <https://www.lewes-eastbourne.gov.uk/about-the-councils/make-a-complaint/>

- 2) *A copy of the rules, procedures policies or guidelines for the issuance of summons for Council Tax Liability Orders.*

This is governed by legislation namely The Council Tax (Administration and Enforcement) Regulation, which can be found online. <http://www.legislation.gov.uk/ukxi/1992/613/contents/made>

- 3) *A copy of any guidelines on the management of Council Tax accounts by non UK / non EU residents.*

The council deals with non UK/ and non EU residents the same as if the person was a UK resident and will send demands to the foreign address by post as per the legislation. The council at this time does not have e-billing software and is not required to have this.

- 4) *Statistics on the quantity of complaints received about Council Tax in the last financial year, including a breakdown of the different stages of complaints, along with qualification of the criteria base for establishing remedy / satisfaction of a complaint to be considered closed.*

22 stage 1 complaints made up of:, 6 in regards to customer services, 1 for 50% premium, 1 for CTR adjustment, 3 for post summonses, 4 for pre summons, 3 for enforcement, 1 general complaint, 3 for summonses.

5 of which went on to stage 2 complaints.

Stage 1 is typically dealt with by a team leader or senior caseworker. A stage 2 complaint will be investigated by a senior manager. The investigating manager may need to contact you during the investigation to make sure they have a robust understanding of the investigation. Stage 3 complaints are referred to the Ombudsman or Valuation Tribunal - info held in stage 2 response letter.

If no response is received within 30 days the case is viewed as closed. The case can be reopened if a response is received after this time referring directly to the stage one complaint and asking for an escalation to a stage 2. If this is not the case it will be dealt with as a stage 1 complaint.

Complaints will also be closed if correspondence is received to confirm the complainant is happy with the council's response/actions.