

FOI number: **HBC\_FOI\_20200584**  
Date FOI Received: **14/10/2020**  
Department: **Council Tax**  
Title: **Council tax complaints**  
Description: **Council tax complaints**

**Request: (As Redacted sent by requestor)**

- The number of complaints you have received about council tax, for each calendar year since 2015.
- Any assessment you have made of staff hours spent processing these requests in each calendar year.

**Response: (Response as Redacted sent by service)**

Please see the table below for the number of council tax complaints recording through the council's 3C's system.

| <b>Year</b>          | <b>No. Council Tax complaints</b> |
|----------------------|-----------------------------------|
| 2015                 | 7                                 |
| 2016                 | 7                                 |
| 2017                 | 7                                 |
| 2018                 | 20                                |
| 2019                 | 30                                |
| 01/01/20 to 13/10/20 | 18                                |

The council do not hold any assessment of the time taken to respond to these.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office  
Wycliffe House, Water Lane

Wilmslow

Cheshire SK9 5AF

Telephone: 01625 545700

Website: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services