

FOI Ref

8001

Response sent

13 Nov 2020

### **(CCC) Council Tax**

- 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:**

I hope the following breakdown of complaints per year relating to Council Tax will answer your query:

The below two years figures complaints were recorded on an old system which has now be decommissioned and can no longer be accessed. These figures are for Revenues and Benefits complaints as a whole, as I no longer have access to the raw information for just Council Tax services.

2015-16: 33

2016-17: 35

The below statistics are from the new system, and are for Council Tax complaints only.

2017-18: 34

2018-19: 29

2019-20: 21

2020 to date: 4

Unfortunately, time spent processing complaints is not a metric we report on.

Further information about complaints can be found in our Annual complaints reports on the following page: <https://www.cambridge.gov.uk/compliments-complaints-and-suggestions>

Further queries on this matter should be directed to <a href="mailto:foi@cambridge.gov.uk">foi@cambridge.gov.uk</a>
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