

Freedom of Information Act 2000 – backlog in Council Tax Division

Your request for information has now been considered and the Council's response to your questions is shown below.

You asked:

Please provide me with details about the level of the backlog in the Council Tax Department i.e. how many outstanding e-mails, letters and other tasks are outstanding, the length of time these have been outstanding and the number of complaints that have been received in relation to the performance of the Council Tax Department.

Answer:

Backlog

As at 3.2.14, number of council tax cases outstanding - 6948.

Oldest date 16.12.13

Of those outstanding, 828 are e-mails. Oldest date 13.1.14.

We are unable to separate out the type of documents outstanding any further.

Complaints (April to December 2013)

Number of complaints received under the following categories:

Quality of Service - 172

Timeliness of Service- 97

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If you are dissatisfied with the handling of your request please write to:

Information Governance Manager

Information and Support

Leicester City Council

FREEPOST (LE985/33)

New Walk Centre

LEICESTER LE1 6ZG

e-mail: info.requests@leicester.gov.uk

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow SK9 5AF

Telephone: 01625 545 700

www.informationcommissioner.gov.uk

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.