

Appendix D- Payments, Refunds or Compensation for 2013/2014

Benefits			
Quarter	Complaint Stage	Cost	Reason
1	2	£40	Time and trouble payment due to length of time it took to resolve case
Total		£40	
Customer Services			
Quarter	Complaint Stage	Cost	Reason
2	1	£130	A payment made to a council tax account could not be found, so £130 was added to council tax account
2	1	£25	Refund offered as payment was taken for a parking permit which was not required
3	1	£43.48	Replacing a lost PE kit that was left at the Gateway and wrongly thrown away
Total		£198.48	
Development Management			
Quarter	Complaint Stage	Cost	Reason
1	1	£180	Refund of pre-application fee as advice was given too late and complainant unable to purchase property
1	2	£60	Refund of fee for pre-application enquiry as service not provided
1	2	£120	Refund of pre-application advice fee as the council did not seek enough information from applicant to give informed advice
Total		£360	
Environmental Services			
Quarter	Complaint Stage	Cost	Reason
2	1	£20	Refund of payment made by complainant for a bin when the bin should have been free
2	1	£2.50	Problems with Garden Waste Collection-account extended for one month
2	1	£2.50	Problems with Garden Waste Collection-account extended for one month
2	1	£40	Customer advised incorrectly over payment for bins, as a gesture of goodwill customer was given bins free of charge
3	2	£22.50	Refund of a bulky item collection fee due to repeated errors in arranging the bulky collection
3	1	£22.50	Refund of a bulky item collection fee due to repeated missed collections of the item
Total		£110	

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Licensing			
Quarter	Complaint Stage	Cost	Reason
2	1	£280	Refund of a payment that was taken for a service that we do not provide (licensing for body piercing)
Total		£280	
Parking Services			
Quarter	Complaint Stage	Cost	Reason
1	1	2x£50	2 PCNs waived as Civil Enforcement Officers did not check the rear window of complainants car where a valid pay and display ticket was displayed
3	2	£25	Refund of parking permit charge due to time and trouble taken to arrange a parking permit
Total		£125	
Revenues			
Quarter	Complaint Stage	Cost	Reason
1	2	£50	Time and trouble payment due to being misadvised of responsibilities for registration of new property for council tax account
1	2	£50	Time and trouble payment due to length of time taken to resolve the case
1	2	£100	Court fees removed from Council Tax account due to court fees being wrongly allocated
3	1	£4	Money paid to cover travel costs due to a wasted journey into Maidstone to pay a council tax bill
Total		£204	
Grand Total for 2013/2014		£1317.48	