

Appendix D: 2013-2014 Quarter 3 Complaints Payments and Refunds

Service	Stage	Amount	Reason
Council Tax	1	£4	Money paid to cover travel costs due to a wasted journey into Maidstone to pay a council tax bill
Customer Services	1	£43.48	Replacing a lost PE kit that was wrongly thrown away
Environmental Services	2	£22.50	Refund of a bulky item collection fee due to repeated errors in arranging the bulky collection
Environmental Services	1	£22.50	Refund of a bulky item collection fee due to repeated missed collections of the item
Parking Services	2	£25	Refund of a parking permit charge due to time and trouble taken to arrange a parking permit
Total		£117.48	