12 July 2021

Complaint reference: 21 002 428

Complaint against: Woking Borough Council



The Ombudsman's final decision

Summary: Mr X complains that the Council incorrectly sent him a council tax summons. We will not investigate this complaint because the Council has remedied the matter.

The complaint

1. Mr X complains that the Council incorrectly sent him a council tax summons.

The Ombudsman's role and powers

We investigate complaints about 'maladministration' and 'service failure'. In this statement, I have used the word 'fault' to refer to these. We provide a free service, but must use public money carefully. We may decide not to start or continue with an investigation if we are satisfied with the actions a council has taken or proposes to take. (Local Government Act 1974, section 24A(7), as amended)

How I considered this complaint

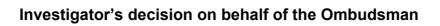
- 3. I considered information provided by the complainant and the Council.
- 4. I considered the Ombudsman's Assessment Code.
- 5. The complainant has commented on my draft decision.

My assessment

- 6. The Council sent a council tax bill and summons to a property Mr X owns despite being aware that his address for such correspondence was different.
- 7. Mr X says that the letter was addressed to his wife who died six years ago and this caused him distress.
- The Council apologised and altered their records to ensure that this error did not reoccur. They have waived all costs relating to the summons.
- 9. Mr X wants compensation from the Council.
- Whilst the correspondence would have been upsetting for Mr X we are not persuaded that the Council need do more than the apology they have already given, the correction of the records and the waiving of the costs.

Final decision

I do not intend to investigate this complaint because the Council has remedied the matter to the Ombudsman's satisfaction.



Final decision 2