

Complaints about Waverley's services upheld by the LGSCO in 2017/18

<b>Details of complaint</b>	<b>Outcome</b>	<b>Lessons learned/action taken</b>
The Council did not give the complainant's client adequate advice and assistance after she left a previous home.	There was fault by the Council because it did not formally write to the client with its decision on a homelessness application. However the complainant's client did not suffer significant injustice to warrant a remedy or further pursuit of the matter.	Decisions on homelessness applications should always be communicated formally in writing to the applicant, confirming the right of the applicant to ask for a review of the Council's decision.
The Council did not deal properly with the complainant's application for discretionary tax relief.	Concluded that actions taken by the Council amounted to a satisfactory remedy of the complaint. The Council had acknowledged failings in the process, had offered the complainant an apology and £50 for the time and trouble taken to pursue his complaint, and had invited the complainant to appeal its decision.	Council to ensure that in future any tax payer wishing to appeal a refusal of a discretionary council tax discount is advised to submit an appeal to the Executive, and then to Valuation Tribunal if the Council refuses their initial appeal.