

GREATER LONDON AUTHORITY

[REDACTED]
(By email)

Our Ref: MGLA141020-7183

22 October 2020

Dear [REDACTED]

Thank you for your request for information which the Greater London Authority (GLA) received on 14 October 2020 in which you asked the GLA to release information about council tax complaints. Your request has been considered under the Freedom of Information Act 2000.

You requested:

- *The number of complaints you have received about council tax, for each calendar year since 2015.*
- *Any assessment you have made of staff hours spent processing these requests in each calendar year.*

It appears your request may have been sent to multiple public authorities, so I'd like to set out that the GLA is not a billing authority. Council tax is collected by London's Borough Councils and the Corporation of London. The precept is the Mayor's part of the council tax which helps pay for the services provided by the GLA Group and the running of City Hall.

The GLA does not deal with complaints about the administration relating to the billing/collection of council tax.

We do hold correspondence to and from the public about council tax and the GLA's precept, but we have not logged any complaints about council tax under our Complaints process from 2015 to the date of your request, 14 October 2020.

As above, the GLA does not hold any information / analysis on staff time spent processing complaints about council tax.

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA141020-7183.

Yours sincerely

[REDACTED]
Information Governance Officer

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>