

QUESTION NO 12

By Councillor Young for answer by the Convener of the Finance and Resources Committee at a meeting of the Council on 22 August 2019

Reminder Demand and Final Notice Letters for Council Tax

As these are some of the most frequent 'standard letters' issued by the Council, please provide information on the review process - specifically:

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| Question | (1) How often is the wording (factual info, tone of voice and terminology) reviewed and at what seniority level? |
| Answer | (1) |
| Question | (2) When was the last time the letters were reviewed? |
| Answer | (2) |
| Question | (3) When was the last time any 'customer research' was carried out to get feedback on the letter wording? What was that feedback? |
| Answer | (3) |
| Question | (4) Have the letters been reviewed by any debt advice agencies or equalities organisations to advise on issues such as plain English, accessibility for those with support needs, and tone of voice impact on vulnerable adults? |
| Answer | (4) |
| Question | (5) How many complaints have been received about the wording used in the council tax letters in the last year (either 2018 calendar year or the most recent 12 months)? |
| Answer | (5) |