

FOI REF:	14867
RESPONSE SENT:	21/10/2024

Request:

I would like to know:

What debt enforcement agencies does your council currently use?

Broken down by each debt enforcement agency, please can you tell me -

1. How many complaints has your council received relating to the behaviour or conduct of the enforcement agencies/bailiffs/debt collectors who have been working on behalf of your council?
2. How many of the complaints has your council upheld?
3. If known, how many complaints were passed to the Local Government & Social Care Ombudsman?

I would like this information regarding complaints received by the council since 1st January 2023 to 31st December 2023.

Response:

Debt Enforcement Agency	Complaints received	Complaints upheld	Passed to Ombudsman
Dukes Bailiffs Limited (Council Tax, Business Rates & BID)	1	0	0
Marstons (Council Tax, Business Rates & BID)	0	0	0
Marstons (Parking Penalty Charge Notices)	0	0	0

