

Complaints

You or your representative may wish to make a complaint about any aspect of your financial assessment or how the Council has chosen to charge.

If your complaint relates to how your financial assessment has been calculated then first stage is to ensure that the assessment is correct. Requests for a financial reassessment should be directed to:

Income Services Team
City of York Council
1st Floor
West Offices
Station Rise
YORK
YO1 6GA

E-mail: incomeservices@york.gov.uk
Telephone: 01904 552044

An officer, independent of the disputed assessment will reassess the information provided by you or your representative at the time of the assessment. Any information omitted from the disputed assessment will be considered upon submission; however we are under no obligation to backdate the outcome to the date of the disputed assessment. The only exception to this is where benefit income has stopped, (and will not be re-instated) without your prior knowledge.

If the disputed assessment is correct, complaints about the level of charge are subject to the Care and Support Complaints Procedure as set out in The Local Authority Social Services and NHS Complaints Regulations 2009.



Your complaint or any complaint not relating to your financial assessment should be referred to:

Have Your Say
Customer Feedback Team
City of York Council
2nd Floor
West Offices
Station Rise
YORK
YO1 6GA
Or e-mail: haveyoursay@york.gov.uk
Telephone: 01904 554145

If your complaint relates to a deferred payment agreement where we are providing you with a loan secured against an asset **other than** land or property, this loan is regulated by the Financial Conduct Authority. Your initial complaint should be addressed to:

Income Services Team
City of York Council
1st Floor
West Offices
Station Rise
YORK
YO1 6GA

E-mail: incomeservices@york.gov.uk
Telephone: 01904 552044