



Adam Moores &lt;mooresa808@gmail.com&gt;

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**Re: Complaint (ref: 15182895)**

9 messages

**Complaints** <complaints@tameside.gov.uk>

18 July 2024 at 08:51

To: mooresa808@gmail.com

Dear Mr Moores

Please can you confirm you would like to continue with the stage 2 complaints process?

Yours sincerely,

Daniel Hicks  
Complaints Officer  
Executive Support  
Governance  
Governance and Pensions

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Tameside One | Market Place | Ashton-under-Lyne | Tameside | OL6 6BH

Tel. 0161 342 3535

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**From:** mooresa808@gmail.com**Sent:** Thu Jul 04 2024 06:24:06 BST**To:** complaints@tameside.gov.uk**Subject:** Re: Complaint (ref: 15182895)**(Attachments:)** Email (original message) from mooresa808@gmail.com received on 04/07/2024.eml, Email from mooresa808@gmail.com - Re: Complaint .pdf

Dear Mr Hicks,

Thanks for responding and taking the time to explain everything.

Appreciated.

Kind regards,  
Adam

On Tue, 2 Jul 2024 at 13:46, Complaints &lt;complaints@tameside.gov.uk&gt; wrote:

Dear Mr Moores

**Complaint - Council Tax 15182895**

Thank you for your emails of 1 July 2024, in which you request that your complaint be progressed to Stage 2; I am sorry to learn that we have been unable to resolve your concerns thus far.

It is clear from your correspondence that you remain dissatisfied following the response you have had from Ms Amanda Chadderton, so in accordance with the Council's complaints process, I have referred this matter to Ms Ilys Cookson, Assistant Director with responsibility for Exchequer Services, to review your concerns further and respond directly to you within 20 working days of the date of this letter, namely the 29 July 2024.

If Ms Cookson is unable to resolve matters to your satisfaction and you remain dissatisfied with the

Council's stage 2 response you have the right to refer your complaint to the Local Government and Social Care Ombudsman (LGSCO), who is independent of the Council and investigates complaints of maladministration.

Should it be necessary to do this the LGSCO will be happy to assist and advise you in doing so. For advice on making a complaint, or to make a complaint over the telephone, please call the LGSCO Advice Team on 0300 061 0614, Monday to Friday from 10am to 4pm, except on public holidays. You can obtain more information about the LGSCO and the complaints process from their website [www.lgo.org.uk/making-a-complaint](http://www.lgo.org.uk/making-a-complaint).

Nevertheless, I hope that through the Council's formal complaint process, we will be able to address your concerns to your satisfaction without the need for you to contact the Ombudsman.

Once again I am sorry that you have felt that the service you have received falls short of the standard of excellence that we strive for. I hope that through the Council's formal complaint process, we can remedy that or at least explain our actions and why.

Yours sincerely,

**Daniel Hicks**  
**Complaints & Customer Care Officer**  
Executive Support  
Governance

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**NOTE: Please do not edit the subject line when replying to this email.**

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**Complaints** <complaints@tameside.gov.uk>  
To: mooresa808@gmail.com

22 July 2024 at 14:54

[Quoted text hidden]

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**Adam Moores** <mooresa808@gmail.com>  
To: Complaints <complaints@tameside.gov.uk>

24 July 2024 at 07:05

Dear Mr Hicks,

This was raised for Second Stage review on the 1st July 2024.

Please see attached.

I was expecting a response.

Regards,  
Mr Moores

[Quoted text hidden]

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 **GmailDANIELHICKS-CONFIRMATION-OFSTAGE-2.pdf**  
36K

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**Adam Moores** <mooresa808@gmail.com>  
To: Complaints <complaints@tameside.gov.uk>

24 July 2024 at 08:37

Dear Mr Hicks,

Please also see attached for further confirmation that Stage 2 response was initiated over three weeks ago now.

Regards,  
Mr Moores

[Quoted text hidden]

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 **GmailDANIELHICKS-CONFIRMATION-OFSTAGE-2-further-confirmation.pdf**  
68K

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**Complaints** <complaints@tameside.gov.uk>  
To: mooresa808@gmail.com

24 July 2024 at 14:42

Dear Mr Moores

I can confirm that the stage 2 is in progress.

Yours sincerely,

Daniel Hicks  
Complaints Officer  
Executive Support  
Governance

## Governance and Pensions

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Tel. 0161 342 3535

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**From:** [mooresa808@gmail.com](mailto:mooresa808@gmail.com)

**Sent:** Wed Jul 24 2024 08:37:41 BST

**To:** [complaints@tameside.gov.uk](mailto:complaints@tameside.gov.uk)

**Subject:** Re: Complaint (ref: 15182895)

**(Attachments:)** Email (original message) from [mooresa808@gmail.com](mailto:mooresa808@gmail.com) received on 24/07/2024.eml, Email from [mooresa808@gmail.com](mailto:mooresa808@gmail.com) - Re: Complaint .pdf, GmailDANIELHICKS-CONFIRMATION-OFSTAGE-2-further-confirmation.pdf

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[Quoted text hidden]

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**Adam Moores** <[mooresa808@gmail.com](mailto:mooresa808@gmail.com)>  
To: Complaints <[complaints@tameside.gov.uk](mailto:complaints@tameside.gov.uk)>

24 July 2024 at 17:11

Dear Mr Hicks,

Thank you for your email.

As per your letter dated **02/07/2024** - I anticipate a response **29/07/2024**.

*Thank you.*

Regards,  
Mr Moores

[Quoted text hidden]

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**Adam Moores** <[mooresa808@gmail.com](mailto:mooresa808@gmail.com)>  
To: Complaints <[complaints@tameside.gov.uk](mailto:complaints@tameside.gov.uk)>

28 August 2024 at 01:45

Dear Mr Hicks,

*Hope you didn't take any offence to my messages. Of course, I understand you weren't a decision maker here but if I did come across rude or abrupt at any point - I do apologise.*

All the best  
Mr Moores

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**Complaints** <[complaints@tameside.gov.uk](mailto:complaints@tameside.gov.uk)>  
To: [mooresa808@gmail.com](mailto:mooresa808@gmail.com)

28 August 2024 at 12:17

Dear Mr Moores

Thank you for your email, I did not take offence and did try my best to help you.

Yours sincerely,

Daniel Hicks  
Complaints Officer  
Executive Support  
Governance  
Governance and Pensions

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Tel. 0161 342 3535

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**From:** [mooresa808@gmail.com](mailto:mooresa808@gmail.com)

**Sent:** Wed Aug 28 2024 01:45:48 BST

**To:** [complaints@tameside.gov.uk](mailto:complaints@tameside.gov.uk)

**Subject:** Re: Complaint (ref: 15182895)

**(Attachments:)** Email (original message) from [mooresa808@gmail.com](mailto:mooresa808@gmail.com) received on 28/08/2024.eml, Email from [mooresa808@gmail.com](mailto:mooresa808@gmail.com) - Re: Complaint .pdf

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**Adam Moores** <[mooresa808@gmail.com](mailto:mooresa808@gmail.com)>

30 August 2024 at 11:40

To: Complaints <[complaints@tameside.gov.uk](mailto:complaints@tameside.gov.uk)>

Hi Daniel,

Thanks for that, much appreciated.

Have a good week and all the very best.

Kind Regards,

Mr Moores

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