

7. Finally, can you please inform me if you use credit checks to verify Single Person Discount claims for Council Tax? If so, is this done internally by the council, or do you outsource this work to a third party?

For individual applications we would use the credit checks if there was a need on a case by case basis. We outsource the review process of Single Person Discounts, and as part of the review process Experian checks are undertaken.

If you are dissatisfied with the handling of your request or would like to request an internal review of our response, please write to:

Complaints and Information Governance Manager
Darlington Borough Council
Town Hall
Darlington
DL1 5QT
E-mail: xxxxxxxxxxxxxxxxxxxxxx@xxxxxxxxxx.xxx.xx

You can also obtain further information from the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113
Website: www.ico.org.uk

Yours sincerely



Rachel Seddon
Complaints & Information Governance Assistant

