

Contact us

We want to hear from you if you have any comments or criticisms on the way we do our job.

Council Tax

Tel 01480 388030

Fax 01480 388320

council.tax@huntingdonshire.gov.uk

Business Rates

Tel 01480 388141

business.rates@huntingdonshire.gov.uk

Telephone payments

01480 388165

Internet payments

www.huntingdonshire.gov.uk/onlinepayments

Benefits

Tel 01480 388308

benefit@huntingdonshire.gov.uk

Fraud Hotline

Tel 01480 388188

fraud.team@huntingdonshire.gov.uk

Website

www.huntingdonshire.gov.uk

Office Opening hours

Huntingdon

Pathfinder House, St Mary's Street,
Huntingdon, PE29 3TN

Monday to Thursday 9.00-17.00

Friday 9.00-16.30

St Neots

Priory Centre, Priory Lane,
St Neots, PE19 2BH

Monday to Thursday

9.00-13.00 and 14.00-17.00

Friday 9.00-13.00 and 14.00-16.30

Ramsey

Ramsey Information Centre,
39 Great Whyte, Ramsey, PE26 1HH

Tuesday and Thursday

Call to confirm opening times on 01480 388388

Yaxley

Yaxley information Centre,
The Broadway, Yaxley, PE7 3JJ

Wednesday and Friday

9.30-12.30 and 13.00-16.30

Local Taxation Service Standards

We aim to provide our customers with a high level of service.

We will maintain our standards and consider any suggestions you make.

[Local Taxation Service](#)

These are the standards you should expect from us

- We will give you full information on all revenue and benefits matters
- We aim to answer your letters/emails within 10 working days, or send an acknowledgement to let you know if things will take longer
- We aim to answer your call within 15 seconds
- You can arrange to use a private interview room by appointment
- If you have no-one at home to help you, we can provide home visits to the elderly, disabled or housebound
- We will provide up to date information on our website pages which includes Translate this Site and Listen to Page facilities
- We aim to ensure that the appropriate recovery action is taken as quickly and as efficiently as possible to make sure that those who do pay on time do not have to pay for those who do not
- We will always try to optimise customers' discounts, exemptions and other relief to ensure that they pay only what is correct
- We will inform you of your backdating and appeal rights
- Our fraud officers will investigate fraud and prosecute offenders when necessary

Other information

We can provide information in other languages or arrange for a translator to be present, if English is not your first language.

We can make arrangements for the services of a sign language expert if you are deaf. Please give us a few days notice so we can organize these things.

Customer Feedback Policy

We are committed to a constant review of and improvements to the delivery of our services. We value customer feedback to help us maintain and improve these services. This sets out our Customer Feedback Policy for suggestions, compliments and complaints.

All suggestions, compliments and complaints will be recorded to help us analyse feedback. You can provide feedback in person, in writing, by e-mail, by fax, by telephone or via the website.

We will acknowledge receipt within 5 working days and will respond to the complaint or suggestion, in writing within 20 working days. If the investigation will take longer than 20 working days we will write to inform you of this and advise when you can expect to receive a reply.

The Ombudsman will not usually investigate a complaint until the Council has had an opportunity to investigate and answer it first.