

CAPITA

Mr. C Hodgkins

London

12 April 2010

Dear Mr. Hodgkins

Thank you for your letter dated 8 April 2010.

I understand that if you wish to take this complaint further you will need to take this up directly with the BBC, at the address provided by Mr Shimeild.

With kind regards

Yours sincerely



Paul Pindar
Chief Executive

Paul Pindar
CEO
The Capita Group
71 Victoria Street
London
SW1H OXA

29 April 2010

Dear Mr Pindar

Thank you for your letter of the 12th April 2010 which regrettably makes no attempt to address my letter of the 8th of April.

I suggest that it would be useful if you read the correspondence that I sent you. Ultimately you are responsible for your staff. The actions of Mr Schimeild are not exactly transparent. I look forward to hearing a detailed explanation.

Yours sincerely

Chris Hodgkins

CAPITA

Mr. C Hodgkins

London

6 May 2010

Dear Mr. Hodgkins

I write to acknowledge receipt of your letter dated 29 April 2010.

I have read all of the correspondence between yourself and Mr Shimeild. As I mentioned in my previous letter, if you would like to take this complaint further you will need to take this up directly with the BBC, at the following address:

Pippa Doubtfire
Head of Revenue Management
BBC TV Licensing
Room 4436
White City
201 Wood Lane
London
W12 7TS

Yours sincerely



Paul Pindar
Chief Executive

Paul Pindar
CEO
The Capita Group
71 Victoria Street
London
SW1H OXA

21 May 2010

Dear Mr Pindar

At the risk of being boring I enclose a copy of my letter to you of the 8th April.

Mr Shimeild failed on every occasion to supply me with your name, title and address. I suggest you sort out these issues with your staff when replying to legitimate enquiries from tax and license payers.

You can rest assured I will take the matter up with the BBC and Parliament.

Yours sincerely

Chris Hodgkins

Pippa Doubtfire
Head of Revenue Management
BBC TV Licensing
Room 4436
White City
201 Wood Lane
London W12 7TS

1st June 2010

Dear Ms Doubtfire

I wish to make a formal complaint about the actions of Capita and TV Licensing. I am enclosing all the correspondence in the matter. I found the actions of the company to be threatening, harassing and vexatious. I trust you will investigate this matter.

I look forward to hearing from you

Yours sincerely

Chris Hodgkins



Licence Fee Unit

Mr C Hodgkins

London

14th June 2010

Dear Mr Hodgkins

Thank you for your letter of 1 June. I have reviewed your correspondence with TV Licensing and I'm sorry that you were unhappy with their replies to your letters.

I should explain that 'TV Licensing' is a trademark of the BBC and is used under licence by companies contracted by the BBC to administer the collection of the television licence fees and enforcement of the television licensing system. The BBC is a public authority in respect of its television licensing functions and retains overall responsibility.

We have an obligation to ensure as far as possible that everyone who needs a licence has one. TV Licensing, acting on our behalf, writes to all domestic and business premises where no licence is held and they don't know the situation. If TV Licensing is told that there is no need for a licence they will stop further enquiries to the address for a time.

TV Licensing's officers visit a selection of the addresses where they have been told that no licence is needed. This is because when contact is made on these visits, a quarter of people are found to require a TV Licence.

When a business informs TV Licensing that no licence is needed for the premises, contact is stopped for nearly three years. If an officer does visit during this time and confirms that no licence is needed he will stop any further enquiries for another three years from the date he called.

As you will know from your correspondence with TV Licensing, they have noted that no licence is needed at _____ and they have stopped further letters for three years. If no visit is made, they will write again after this period to ask if anything has changed.

Please let me know if you need any further help.


Pipa Doubtfire
Head of Revenue Management

Pipa Doubtfire
Head of Revenue Management
BBC TV Licensing
Room 4436
White City
201 Wood Lane
London
W12 7TS

29 June 2010

Dear Ms Doubtfire

Thank you for your letter of the 14th June 2010. Regrettably your investigation does not answer my complaints about the repeated requests, harassment and general shoddy treatment that are obvious from the correspondence I copied to you.

I require an assurance that this company's contract will not be renewed.

Yours faithfully

Chris Hodgkins

Paul Pindar
CEO
The Capita Group
71 Victoria Street
London
SW1H OXA

08 April 2010

Dear Mr Pindar

I enclose copies of correspondence with your operations manager at TV Licensing.

Apart from the unpleasant tone of the "duplicated" letter thrust willy-nilly through my letter box, Mr Shimeild failed on every occasion to supply me with your name and address. I shall take the matter up with the BBC and I invite you to copy this correspondence on your website along with a detailed explanation for this unpleasant experience that your company seems to have engendered,

Yours sincerely

Chris Hodgkins



Licence Fee Unit

Mr C Hodgkins

Director of Jazz Services Ltd

First Floor

12 Southwark Street

London

SE1 0SW

12th July 2010

Dear Mr Hodgkins

Thank you for your letter of 29 June. I am sorry that you felt my letter of 14 June did not fully address your concerns.

I appreciate that you have received two enquiry letters in the last year regarding TV Licensing requirements at your business address, both of which you replied to. Additionally, you were sent letters on three occasions acknowledging that TV Licensing's records now showed that no licence was needed and that a verifying visit had been arranged to confirm the position.

I agree that sending you three such acknowledgement letters was excessive. These letters are produced automatically when TV Licensing records that an address does not need a licence. Under normal circumstances once this has been recorded it is unnecessary for TV Licensing to do it again for some time. However, it seems that on the three occasions you contacted TV Licensing around the end of the year, the agents that dealt with your correspondence each recorded that you did not need a licence, resulting in two unnecessary acknowledgement letters being sent to you. I am sorry that this happened and I can assure you that there was no intention to threaten or harass you.

The acknowledgement letter you received is sent to those people who let TV Licensing know that they don't need a licence and explains that a TV Licensing officer may visit to confirm the situation. Only a proportion of these addresses are visited and in the event that your business address is selected for a visit, you are under no obligation to allow entry.

I can confirm, as explained previously, that enquiry letters to Jazz Services Ltd have been stopped for a period of nearly three years. If an officer does call and is allowed to verify the situation, the stop on contact is extended for three years from the date of the visit.

My review of the correspondence indicates that TV Licensing addressed the points you raised. However, I realise that you requested the details of the Capita Chief Executive to whom you could complain, and TV Licensing correctly advised you that your complaint was more appropriately handled by the BBC. This was in line with our formal escalation process.

I can assure you that we monitor the performance of TV Licensing closely, and we expect them to provide a high standard of customer service. We would not hesitate to act in cases where they fall below an acceptable standard.

Thank you for contacting me.

A handwritten signature in black ink, appearing to read 'Pipa Doubtfire'. The signature is fluid and cursive, with the first letters of each word being capitalized and prominent.

Pipa Doubtfire
Head of Revenue Management