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## Application Fee Complaints and Returns

This procedure takes you through how to manage a complaint relating to the potential return of an application fee. This procedure is dealt with by Business As Usual (BAU), the Advice & Guidance Team and the Complaints Resolution Team. A client can raise an application fee complaint at any stage of the process and also up to 14 months after the case has been closed.

Complaints about returning application fees are managed differently to other complaints in that a functionally unique Service Request (SR) is used. This is to ensure that the application process is not held up whilst the complaint about returning the application fee is investigated.

For more information refer to the Policy, Law and Decision Making Guidance 



When speaking to clients always use the new terminology. For more information refer to Terminology Changes.




This procedure uses the terms receiving parent and paying parent.

The receiving parent is the parent who receives or who is expected to receive child maintenance, known as the parent with care (PWC) or person with care (PeWC) on the system and in legislation. The paying parent is the parent who pays or who is expected to pay child maintenance, known as the non resident parent (NRP) on the system and in legislation.

## Application Fee Complaints and Returns



A referral to the Advice & Guidance team must be made when considering returning application fees, via a Centre of Excellence / Advice Service Request. For more information refer to the Policy, Law and Decision Making Guidance 



Where a duplicate application fee card payment has been taken twice in error, do not follow this process, refer to [Chargebacks - Credit/Debit Card](#).



The application/case must not be closed whilst the return of the application fee is being considered or undertaken.

1.   When inbound contact is received from a client regarding the return of an application fee, create an **Application Complaint SR** against the person requesting to complain:
  - **Process = Escalated enquiries**
  - **Area = Application Complaints**
  - **Sub Area = Resolution**
2. Set the **Source** of the Application Complaint, i.e. the person requesting the return of application fee. Update the **Case Number** to the affected case and the **Stage** to **Acknowledge Complaint**
3. If the client is on the telephone gather the bank account details for the account into which the application fee may be paid if the return is approved, unless they've already been gathered. Record these in the **SR Notes**.
4. Refer the client to your Team Leader (TL) to discuss the client's complaint. If the Team Leader is available, warm transfer the call to them. If your Team Leader is unavailable, arrange a call back with the client.




Call backs should only be made where necessary and must be completed within 24 hours.

5. The Team Leader must discuss the client's complaint, provide an explanation and complete appropriate case investigation. The Team Leader must record the details of the conversation and any actions taken within the **SR**

**Notes.****TL Fee Return Approval**

6. If the Team Leader:

- approves the return of the application fee, update the SR **Complaint Details** field to state that the scenario is listed in the PLDMG and return of the fee is Team Leader approved. Go to **Step 7** to complete a referral to Advice and Guidance.
-  rejects the return of the application fee call the client to communicate the outcome. Show sensitivity when discussing the outcome and manage their expectations on what will happen next, discussing any concerns they may have. Update the **Complaint Details** field to state that the Team Leader has rejected the application fee's return. Update the SR **Status** to **Closed** and the **Sub Status** to **Cancelled**.

**Advice & Guidance Fee Return Requested**

7. Complete the SR **Complaint Details** field to state that a request for consideration of the return of the application fee is being passed to Advice & Guidance.

8. Within the **Application Complaint SR** create an **Advice SR** as a child SR to submit a request to Advice & Guidance, for more information refer to [Advice And Guidance - Create Request](#)

- **Process = Centre of Excellence**
- **Area = Advice**
- **Sub Area = Provide Advice**
- **Source = e.g. Client/Caseworker**

9. Complete the **Advice Topic** field with **Application Charging** and create a new note in the **SR Notes** beginning with "Application Fee Return" then enter the details of your scenario.



If post Application stage, create a new Note Type as Query Detail.

10. Update the **Advice Status** of the **Provide Advice SR** to **Submit Request** and then select the **Submit Request** button. The SR is automatically moved to the A&G team.

11. Monitor for a response from Advice & Guidance to progress the Application Fee Return request.

**Advice & Guidance Fee Return Approved**

12. If Advice & Guidance approve the return of the application fee update the **Provide Advice SR Status** to **Closed** and the **Sub Status** to **Complete**.

13. Return to the **Application Complaints SR** and complete the **Complaint Details** field to state that the Team Leader and Advice & Guidance have approved the application fee's return and quote the Provide Advice SR Number.

14. Change the SR **Status** to **Pending Assignment**. The SR will automatically route to complaints resolution for their action.




You must continue to progress application or case related SRs to prevent delaying the case journey.



Complaints Resolution will take the appropriate steps to return the fee (also see [Payment - Non Standard](#) procedures) and call the client to communicate the outcome.

**Advice & Guidance Fee Return Rejected**

15. If Advice & Guidance reject the return of the application fee update the **Provide Advice SR Status** to **Closed** and the **Sub Status** to **Complete**.

16.  If Advice & Guidance reject the return of the application fee call the client to communicate the outcome. Show sensitivity when discussing the outcome and manage their expectations on what will happen next, discussing any concerns they may have.

17. Return to the **Application Complaints SR** and complete the **Complaint Details** field to state that Advice & Guidance rejected the application fee's return and quote the Provide Advice SR Number.
18. Update the SR **Status** to **Closed** and the **Sub Status** to **Cancelled**.

[Advice and Guidance - Create Request](#)

[Application - Fees](#)

[Chargebacks - Credit/Debit Card](#)

[Complaints Overview](#)

[Complaints Feedback Process](#)

[Complaint - Dissatisfaction - Log](#)