



***Complaints***

***Handling Procedure***

***Part 1: Introduction and***

***Overview***



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## Foreword

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Our Complaints Handling Procedure reflects **Lothian Valuation Joint Board's (LVJB's)** commitment to valuing complaints. It seeks to resolve customer dissatisfaction as close as possible to the point of service delivery and to conduct thorough, impartial and fair investigations of customer complaints so that, where appropriate, we can make evidence-based decisions on the facts of the case.

The Model Complaints Handling Procedures (MCHPs) were revised in 2019 by the Scottish Public Services Ombudsman (SPSO) in consultation with all sectors. This new edition includes a core text, which is consistent across all public services in Scotland.

As far as is possible we have produced a standard approach to handling complaints across Scotland's public services, which complies with the [SPSO's guidance on a MCHP](#). This procedure aims to help us 'get it right first time'. We want quicker, simpler and more streamlined complaints handling with local, early responses by capable, well-trained staff.

All staff across LVJB must cover this procedure as part of their induction and must be given refresher training as required, to ensure they are confident in identifying complaints, empowered to resolve simple complaints on the spot, and be familiar with how to apply this procedure (including recording complaints).

Complaints give us valuable information we can use to improve service provision and customer satisfaction. Our Complaints Handling Procedure will enable us to address a customer's dissatisfaction and may help us prevent the same problem from happening again. For our staff, complaints provide a first-hand account of the customers' views and experience and can highlight problems we may otherwise miss. Handled well, complaints can give our customers a form of redress when things go wrong and can also help us continuously improve our services.

Handling complaints early creates better customer relations. Handling complaints close to the point of service delivery means we can deal with them locally and quickly, so they are less likely to escalate to the next stage of the procedure. Complaints that we do not handle swiftly can greatly add to our workload and are more costly to administer.

The Complaints Handling Procedure will help us provide better services, improve relationships with our customers and enhance public perception of LVJB. It will help us keep the user at the heart of the process, while enabling us to better understand how to improve our services by learning from complaints.

## Structure of the Complaints Handling Procedure

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1. This Complaints Handling Procedure (CHP) explains to staff how to handle complaints. The CHP consists of:
  - Overview and structure (**part 1**) – this document.
  - When to use the procedure (**part 2**) – guidance on identifying what is and what is not a complaint, handling complex or unusual complaint circumstances, the interaction of complaints and other processes, and what to do if the CHP does not apply.
  - The complaints handling process (**part 3**) – guidance on handling a complaint through stages 1 and 2; and dealing with post-closure contact.
  - Governance of the procedure (**part 4**) – staff roles and responsibilities and guidance on recording, reporting, publicising, and learning from complaints.
  - The customer-facing CHP (**part 5**) – information for customers on how we handle complaints.

- When using the CHP, please also refer to the [SPSO Statement of Complaints Handling Principles](#) and [good practice guidance](#) on complaints handling from the SPSO.

## Overview of the CHP

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- Anyone can make a complaint, either verbally or in writing, including face-to-face, by phone, letter or email.
- Separate and distinct appeal systems exist for disagreements regarding entries in the Valuation Roll, Council Tax List or Electoral Register. Appeals against entries in the Roll, List or Register **will not therefore be dealt with as complaints** as these must follow the legislative framework set out in the Acts
- We will try to resolve complaints to the satisfaction of the customer wherever this is possible. Where this isn't possible, we will give the customer a clear response to each of their points of complaint. We will always try to respond as quickly as we can (and on the spot where possible).

Our complaints procedure has two stages. We expect most complaints will be handled at stage 1. If the customer remains dissatisfied after stage 1, they can request that we look at it again, at stage 2. If the complaint is complex enough to require an investigation, we will put the complaint into stage 2 straight away and skip stage 1.

See **Appendix 1: Quick Guide to our Complaints Procedure** for a flowchart detailing this process.

<b>Stage 1: Frontline response</b>	<b>Stage 2: Investigation</b>	<b>Independent external review (SPSO or other)</b>
<p>For issues that are straightforward and simple, requiring little or no investigation.</p> <p>'On-the-spot' apology, explanation, or other action to put the matter right.</p> <p>Complaint resolved or a response provided in <b>five working days</b> or less</p> <p>If there are exceptional circumstances the timescale could be extended to <b>ten working days</b>. If a complaint is not answered within ten working days, it will escalate to stage 2.</p> <p>Complaints addressed by any member of staff, or alternatively referred to the appropriate point for frontline response.</p> <p>Response normally face-to-face or by telephone (though sometimes we will need to put the decision in writing).</p> <p>We will tell the customer how to escalate their complaint to stage 2.</p> 	<p>Where the customer is not satisfied with the frontline response, or refuses to engage at the frontline, or where the complaint is complex, serious or 'high-risk'.</p> <p>Complaint acknowledged within <b>three working days</b>.</p> <p>We will contact the customer to clarify the points of complaint and outcome sought (where these are already clear, we will confirm them in the acknowledgement).</p> <p>Complaint resolved or a definitive response provided within <b>20 working days</b> following a thorough investigation of the points raised</p> 	<p>Where the customer is not satisfied with the stage 2 response from the service provider.</p> <p>The SPSO will assess whether there is evidence of service failure or maladministration not identified by the service provider</p> <p>Some complaints may also have an alternative route for independent external review</p>

- For more detailed guidance on the process, see **Part 3: The complaints handling process**.

## Expected behaviours

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7. We expect all staff to behave in a professional manner and treat customers with courtesy, respect and dignity. We also ask customers bringing a complaint to treat our staff with respect. We ask customers to engage actively with the complaint handling process by:
  - telling us their key issues of concern and organising any supporting information they want to give us (we understand that some people will require support to do this).
  - working with us to agree the key points of complaint when an investigation is required; and
  - responding to reasonable requests for information.
8. We have a policy in place for when these standards are not met which is our [Unacceptable Actions Policy](#)
9. We recognise that people may act out of character in times of trouble or distress. Sometimes a health condition or a disability can affect how a person expresses themselves. The circumstances leading to a complaint may also result in the customer acting in an unacceptable way.
10. Customers who have a history of challenging or inappropriate actions, or have difficulty expressing themselves, may still have a legitimate grievance, and we will treat all complaints seriously. However, we also recognise that the actions of some customers may result in unreasonable demands on time and resources or unacceptable behaviour towards our staff. We will, therefore, apply our policies and procedures to protect staff from unacceptable actions such as unreasonable persistence, threats or offensive behaviour from customers. Where we decide to restrict access to a customer under the terms of our policy, we have a procedure in place to communicate that decision, notify the customer of their right of appeal, and review any decision to restrict contact with us. This is covered in our [Unacceptable Actions Policy](#)
11. If we decide to restrict a customer's contact, we will be careful to follow the process set out in our policy and to minimise any restrictions on the customer's access to the complaints process. We will normally continue investigating a complaint even where contact restrictions are in place (for example, limiting communication to letter or to a named staff member). In some cases, it may be possible to continue investigating the complaint without contact from the customer. Our policy allows us in limited circumstances to restrict access to the complaint process entirely. This would be as a last resort, should be as limited as possible (for a limited time, or about a limited set of subjects) and requires manager approval. Where access to the complaint process is restricted, we must signpost the customer to the SPSO (see **Part 3: Signposting to the SPSO**).
12. The SPSO has [guidance on promoting positive behaviour and managing unacceptable actions](#).

## Maintaining confidentiality and data protection

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13. Confidentiality is important in complaints handling. This includes maintaining the customer's confidentiality and confidentiality in relation to information about staff members, contractors or any third parties involved in the complaint.
14. This should not prevent us from being open and transparent, as far as possible, in how we handle complaints. This includes sharing as much information with the complainant (and, where appropriate, any affected staff members) as we can. When sharing information, we should be clear about why the information is being shared and our expectations on how the recipient will use the information.

15. We must always bear in mind legal requirements, for example data protection legislation, as well as internal policies on confidentiality and the use of customer information. LVJB staff can find advice on data processing matters from the Governance Team by emailing [governance@lothian-vjb.gov.uk](mailto:governance@lothian-vjb.gov.uk) and can find the relevant policies, guidance and legislation on SharePoint under the [Governance Wiki](#). Details on how we keep information secure and how we process personal information can also be found on our website at [www.lothian-vjb.gov.uk/privacy/](http://www.lothian-vjb.gov.uk/privacy/). Further information can be obtained from the [Information Commissioner's Office](#).

## Appendix 1 - Quick Guide to Our Complaints Procedure

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### Complaints procedure

You can make your complaint in person, by telephone, in writing or by email.

We have a **two-stage complaints procedure**. We will always try to deal with your complaint quickly. But if it is clear that the matter will need investigation, we will tell you and keep you updated on our progress.

### Stage 1: Frontline response

We will always try to respond to your complaint quickly, within **five working days** if we can.

If there are exceptional circumstances the timescale could be extended to **ten working days**. If your complaint is not answered within ten working days, it will escalate to stage 2.

If you are dissatisfied with our response, you can ask us to consider your complaint at stage 2.

### Stage 2: Investigation

We will look at your complaint at this stage if you are dissatisfied with our response at stage 1. We also look at some complaints immediately at this stage, if it is clear that they need investigation. We will acknowledge your complaint within **three working days**.

We will confirm the points of complaint to be investigated and what you want to achieve.

We will investigate the complaint and give you our decision as soon as possible.

This will be after no more than **20 working days** *unless* there is clearly a good reason for needing more time.

### Scottish Public Services Ombudsman

If, after receiving our final decision on your complaint, you remain dissatisfied with our decision or the way we have handled your complaint, you can ask the SPSO to consider it.

There are some complaints that have an alternative route for independent review. We will tell you how to seek independent review when we give you our final response on your complaint.

We will tell you how to do this when we send you our final decision.