

## Learning from Complaints 2021/22

Quarter 3 – 1 October 2021 to December 2021

	No. of Stage 1 complaint's
No. of Stage 1 complaints received	7
No. escalated to Stage 2	1
Stage 1 – response in 5 working days	7 (100%)
Average no. of working days to respond	2 working days
Stage 1 - Extended to 10 working days	0
Average no. of working days to respond	2 working days
All stage 1 complaints – Average no. of working days for response	2 working days
Outcome at Stage 1 -resolved/upheld/partially upheld/not upheld	2 resolved/3 upheld/1 partially upheld/1 not upheld

	No. of Stage 2 complaint's
Stage 2 – no. escalated from Stage 1	1
Stage 2 – response in 20 working days	1 (100%)
Average no. of working days to respond	9 working days
Stage 2 – no. started at Stage 2	0
Stage 2 - response in 20 working days	0
Average no. of working days to respond	9 working days
Total number of Stage 2 complaints	1
Outcome -resolved/upheld/partially upheld/not upheld	1 upheld

**Total Complaints submitted: 8**

**No. of Stage 1 complaints as a % of all complaints: 7 (88%)**

**No. of Stage 2 complaints as a % of all complaints: 1 (escalated from Stage 1 (12%))**

**Complaints resolved as a % of all complaints: 2 (25%)**

**Complaints upheld as a % of all complaints: 4 (51%)**

**Complaints partially upheld as a % of all complaints: 1(12%)**

**Complaints not upheld as a % of all complaints: 1 (12%)**

No reviews by the Scottish Public Services Ombudsman

**Outcome of Stage 1 Complaints:**

**Council Tax: There were 7 complaints relating to Council Tax.**

One complaint was regarding the length of time to provide a service. There was a delay in adding the stakeholder’s new property to the Valuation List, this complaint was upheld.

Another complaint was received regarding the length of time to provide a service. There was a delay in adding the stakeholder’s new property to the Valuation List. Unfortunately, the stakeholder had contacted their local council instead of our office, this led to a delay in their new property being added to the Valuation list. LVJB provided the service after we were notified. There was a delay in providing a response to the stakeholder’s initial enquiry therefore the complaint was partially upheld.

Two complaints received were relating to a delay in providing a response to the stakeholder which were upheld.

The complaints regarding a delay all received our sincere apology and where there had been a delay in providing a service, this was addressed immediately, and the necessary action was taken to add the properties to the Valuation List. One stakeholder was dissatisfied with the response at Stage 1 and the complaint was escalated to Stage 2.

Two complaints received were resolved at stage 1. One where there was a slight delay in responding to the CT Payer requesting a check of their Council Tax banding and one complaint which was resolved following an investigation regarding the attitude of a member of our staff.

A complaint was received regarding a proposal against the banding of the stakeholder’s property. They advised they had failed to receive a response from LVJB to their enquiry. On checking, a response had been emailed to the CT Payer in a timeous manner, therefore, the complaint was not upheld.

All staff remain extremely busy and with limited resources, prioritisation of work has been necessary. With very strict statutory deadlines on certain aspects of our work it was inevitable that certain areas of our service delivery will fall behind. We accept that all stakeholders have high expectations of our service delivery, but the reality is that not all functions can be delivered when resources are limited, and work pressures are extreme.

There were no stage 1 complaints related to Electoral Registration or Valuation Roll.

**Outcome of Stage 2 Complaints:**

One complaint was escalated from Stage 1 as the stakeholder asked for a further response as they were displeased with the stage 1 response, which was upheld as there had been a significant delay in adding the CT Payers property to the Valuation List. The complainant accepted our apology regarding the delay in adding their property to the Valuation List but was looking for compensation due to the delay. The Complaint’s Officer investigating the Stage 2 complaint provided a further apology and advised the stakeholder that LVJB has no mechanism in place to offer compensation. The Stage 2 complaint was also upheld.

There were no stage 2 complaints related to Electoral Registration or Valuation Roll.

Created by	Governance Team	14/02/2022
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