

Learning from Complaints 2021/22

Quarter 4 – 1 January 2022 to 31 March 2022

	No. of Stage 1 complaint's
No. of Stage 1 complaints received	3
No. escalated to Stage 2	0
Stage 1 – response in 5 working days	3 (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	0 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	1 resolved/2 upheld/0 partially upheld/0 not upheld

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

Total Complaints submitted: 3

No. of Stage 1 complaints as a % of all complaints: 3 (100%)

No. of Stage 2 complaints as a % of all complaints: 0 (0%)

Complaints resolved as a % of all complaints: 1(25%)

Complaints upheld as a % of all complaints: 2(75%)

Complaints partially upheld as a % of all complaints: 0(0%)

Complaints not upheld as a % of all complaints: 0 (0%)

No reviews by the Scottish Public Services Ombudsman

Outcome of Stage 1 Complaints: There were 3 complaints all relating to Council Tax.

One of the complaints upheld was concerning the length of time to provide a service. It related to the delay in adding the property to the Valuation List. Further details:

Complaint received from a CT Payer in January as they had been in occupation since July 2021 and their property had not been added to the Valuation List. We apologised to the CT Payer for the delay which was caused in part to a misunderstanding regarding 3 blocks at the development which were private housing rather than social housing. Immediate action was taken to add the property to the Valuation list so the details would be interfaced to Finance at City of Edinburgh Council to start the billing process. The CT Payer emailed to confirm that the situation was now resolved and thanked our technical staff for their apology and assistance although stated that there was now a 6 month+ arrears in payments that would be due.

One of the complaints upheld was concerning the length of time to provide a response. Further details:

Complaint received in February from a stakeholder who purchased their property on 1 October 2021. The stakeholder advised that the property was used as a Self-Catering Unit by the previous owner and was still on the Valuation Roll and not on the Valuation List as a domestic property. The stakeholder had contacted our call centre staff on in December 2021. A member of our technical team responded to this email in January 2022. A follow-up email was sent in February 2022 from the stakeholder requesting an update as they had received a bill from Finance at City of Edinburgh Council (CEC) and a bill for water charges was also received. Our Technical team responded by phone at the end of February 2022, this was followed up with an email. The commercial entry was deleted, and CEC were advised of the deletion. The Council Tax band for the property was reviewed and that had been in part, the reason for the delay. We apologised for the delay in responding to the change of use request. The band was subsequently reduced, and the property was added to the Valuation List. CEC sent an email to the CT Payer confirming that the non-domestic entry was deleted and that the charge was removed. The CT Payer thanked both our technical staff and the staff at CEC for their help.

One of the complaints was resolved Further details:

Complaint received in January from a CT Payer as they had been in occupation since August 2021. The CT Payer had been contacting Midlothian Council (MLC) from September rather than LVJB which was a factor in the delay in their property being added to the Valuation List. First contact to LVJB was November 2021 from MLC. The CT Payer phoned our call centre staff and their details were passed to our technical team who responded to the initial enquiry by phone. The CT Payer accepted our apology regarding the delay and the circumstances surrounding it and was satisfied that the issue was resolved. The property had been banded (the day prior to the contact made by the CT Payer) and the details were interfaced to MLC.

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

Outcome of Stage 2 Complaints:

There are no stage 2 complaints for this quarter.

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