

## Learning from Complaints 2021/22

Quarter 2 – 1 July 2021 to 30 September 2021

	No. of Stage 1 complaint's
No. of Stage 1 complaints received	5
No. escalated to Stage 2	1
Stage 1 – response in 5 working days	5 (100%)
Average no. of working days to respond	1.4 working days
Outcome at Stage 1 -resolved/upheld/partially upheld/not upheld	4 resolved/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	13 working days
Outcome -resolved/upheld/partially upheld/not upheld	1 not upheld

**Total Complaints submitted: 6**

**No. of Stage 1 complaints as a % of all complaints: 5 (83%)**

**No. of Stage 2 complaints as a % of all complaints: 1 escalated from Stage 1 (17%)**

**Complaints resolved as a % of all complaints: 4 (67%)**

**Complaints upheld as a % of all complaints: 0**

**Complaints partially upheld as a % of all complaints: 0**

**Complaints not upheld as a % of all complaints: 2-the same complaint escalated from stage 1 (33%)**

No reviews by the Scottish Public Services Ombudsman

## **Outcome of Stage 1 Complaints:**

### **Electoral Registration: There were 4 complaints related to electoral registration.**

All the complaints relating to electoral registration were resolved. One complaint was regarding changing the nationality of the elector to Scottish on the canvass return. It was explained that electoral legislation refers to British Citizenship. The complaint was resolved at stage 1. Another was regarding the elector's frustration at not being able to update opt out information via the canvass return, but it was explained that this must be updated on an individual basis. The complaint was resolved. We also had a complaint from an elector who was frustrated after trying to advise of a change of address via a canvass return. They were advised that the wording of our canvass return is prescribed but there is information available on our website. We will look at the information provided on our website to ensure that we provide sufficient information to assist electors. The other complaint received was regarding the return of documentary evidence. The information returned was incorrectly addressed and we apologised to the elector. The complaint was resolved. We will look to improve on the checks made prior to returning personal information to ensure the accuracy the of addressing.

**Council Tax: There was 1 complaint relating to Council Tax.** One complaint was received and dealt with over the telephone. The complaint was regarding a property which was added to the Council Tax List after a Notice of Completion was issued. The stakeholder disagreed with the issue of the completion Notice. The complaint was escalated to Stage 2 as the stakeholder was not satisfied with the response at Stage 1 as no resolution was found and the complaint was not upheld.

## **Outcome of Stage 2 Complaint:**

One complaint was escalated from Stage 1 when the stakeholder asked for an investigation as they were displeased with the stage 1 response. The Complaint's Officer investigating the Stage 2 complaint found that the Stage 1 complaint had been handled correctly and fairly and was not upheld.

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