

Learning from Complaints 2022/23

Quarter 2– 1 July 2022 to 30 September 2022

	No. of Stage 1 complaint's
No. of Stage 1 complaints received	2
No. escalated to Stage 2	0
Stage 1 – response in 5 working days	2 (100%)
Average no. of working days to respond	1.5 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	1.5 working days
Outcome at Stage 1 - upheld/partially upheld/not upheld/ resolved	1 upheld/1 partially upheld

	No. of Stage 2 complaint's
Stage 2 – no. escalated from Stage 1	0
Stage 2 – response in 20 working days	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 at Stage 2 - upheld/partially upheld/not upheld/ resolved	0

Total Complaints submitted: 2

No. of Stage 1 complaints as a % of all complaints: 2 (100%)

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

Complaints resolved as a % of all complaints: 0 (0%)

Complaints upheld as a % of all complaints: 1 (50%)

Complaints partially upheld as a % of all complaints: 1 (50%)

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

Complaints referred to the Scottish Public Services Ombudsman (SPSO): 0 (0%)

Outcome of Stage 1 Complaints: There were 2 complaints both relating to Council Tax.

One of the complaint's received was partially upheld was due to the difficulty the CT Payer had in contacting our Technical Team by telephone. Further details:

Complaint received from the CT Payer was in part regarding matters which were not the responsibility of LVJB as they were in respect of billing which is the responsibility of the constituent council responsible for the local authority area which in this case was East Lothian. The CT Payer was complaining that they their new built property had not been added to the Valuation List and they had not received their Council Tax bill. The information had been interfaced to the constituent council and this was just a timing issue as they were in the process of billing the CT Payer.

The part of the complaint which was upheld was in respect to the difficulty the CT Payer had in contacting a member of our Technical Team about the issue they wanted to discuss. Our Support Team deal with telephone call regarding general enquiries to our main office telephone number from our stakeholders. As the many of our staff were continuing to work from home, we have identified issues in the level of service delivery regarding contact by telephone, particularly where our stakeholders have requested to speak to our Technical Team rather than email their enquiry. We are working to improve our service in this regard and will be implementing a new telephone system in due course to resolve this issue.

One of the complaint's received was upheld.

Further details:

Complaint was relating to the lack of response from our office regarding a request for an update about a new dwelling to be added to the Valuation List.

An apology was provided to the CT Payer for the delay in providing a response to their enquiries as the period was 4 months. The member of our Technical Team was working to band the property within the scope of the Key Performance Indicators (KPI's) but they should have provided the CT payer with an update, as requested.

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

Outcome of Stage 2 Complaints:

There were no stage 2 complaints received.

Created by	Governance Team	26/10/2022
Approved by	Corporate Leadership Team	01/11/2022