

Learning from Complaints 2024/25

Quarter 1 – 1 April 2024 to 30 June 2024

	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
Average no. of working days to respond	2
Stage 1 - Extended to 10 working days	0
Average no. of working days to respond	0
All stage 1 complaints – Average no. of working days for response	2
Outcome at Stage 1 - upheld/partially upheld/not upheld/ resolved	4 upheld/2 partially upheld/1 not upheld/0 resolved

	No. of Stage 2 complaint's
Stage 2 – no. escalated from Stage 1	1
Stage 2 – response in 20 working days	11
Average no. of working days to respond	11
Stage 2 – no. started at Stage 2	0
Stage 2 - response in 20 working days	0
Average no. of working days to respond	0
Total number of Stage 2 complaints	1
Outcome at Stage 2 - upheld/partially upheld/not upheld/ resolved	1 upheld/0 partially upheld/0 not upheld/0 resolved

Total Complaints submitted: 8

No. of Stage 1 complaints as a % of all complaints: 87.5 (0%)

No. of Stage 2 complaints as a % of all complaints: 12.5 (0%)

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

Complaints upheld as a % of all complaints: 62.5 (0%)

Complaints partially upheld as a % of all complaints: 25 (0%)

Complaints not upheld as a % of all complaints: 12.5 (0%)

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

Outcome of Stage 1 Complaints:

There was 1 stage 1 complaint relating to Valuation Roll.

The complaint was regarding the valuation of a commercial premises. The complaint related to the time taken to reply to the enquiry made the ratepayer. The ratepayer had contacted a member of the Valuation Team, but they had an out of office response in place as they were on leave. The ratepayer did not contact our office or another member of staff in the valuation team during this period. The ratepayer received a response to their enquiry as soon as the member of staff returned to work.

*The complaint was **not upheld**.*

There were no stage 1 complaint relating to Council Tax.

There were 5 complaints relating to Electoral Registration. All the complaints were in relation to the UK Parliamentary election held on 4 July 2024.

One complaint related to our telephone service. The elector raised a complaint as they had waited to speak to a member of our telephone team, but their telephone call had been cutting off after 15 mins. After investigation LVJB found that this was an issue with our service and quickly took action to ensure that calls would not be terminated should callers have to wait longer than our expected timescales for answering due to the large volume of calls received for the election.

This complaint was **upheld**.

A complaint was in respect of the use of titles on the election poll cards/postal poll letters/proxy poll letters and ballot papers. Although the Electoral Registration Office do not issue the election communications we provide the data to the Returning Officers for the constituent councils. Titles are not used on the electoral register, and this was historical information held on our files and should not have been used in the issue of the election communications. The elector raised a complaint as their election communication was address to Ms instead of Mr. They had asked to cancel their postal vote but as the ballot papers had already been issued, we should have advised the elector when they contacted our office that the cancelled ballot papers would also be issued which caused further distress.

This complaint was **upheld**.

A complaint was in relation to a postal vote application applied in early June but there was a technical issue which required a fix on our electoral management system. This meant that the confirmation of the postal vote was not issued until 10 days later. The data was provided to the Returning Officer to allow them to issue the ballot papers to the elector. The ballot papers which are issued by the Returning Officer and not the Electoral Registration Office were issued around the date provided in the election timetable for the second issue. The date of ballot paper issue is not a statutory date and can be subject to change.

This complaint was **partially upheld**. This is on the basis that there was a delay in the issue of the confirmation letter.

One complaint was made on behalf of an elector in relation to a poll card not being received. The elector’s daughter contacted our office by email to ask if her mother was registered. Unfortunately, the format of the address provided was not correct and was not questioned by the member of staff detailing with the enquiry, the response advised that the elector was not registered. The elector’s daughter contacted our office by telephone and was able to confirm that the elector was registered. We had advised that poll cards are not issued by the Electoral Registration Officer and are issued by the Returning Officer for the constituent council. Also, that the elector does not need a poll card to vote. The elector’s daughter requested a postal vote application for the election as the elector was not able to attend their polling station. The first contact made with our office by the elector’s daughter was after the closing date for applications to vote by post therefore the elector was too late to apply for this as an absent voting option. The elector’s daughter was unhappy that there was no other way of the elector casting their vote as applying to by proxy was not an option. We apologised that incorrect information was provided to the elector’s daughter regarding their registration and were sympathised that there was no other option available to the elector.

The complaint was **partially upheld**. This was on the basis that incorrect information was provided to the initial request made on behalf of the elector.

A postal vote application was received and processed through the portal going to the registered address. Another application was received in time requesting the ballot papers were sent to an away address. This second application was put in progress to you on the portal and not processed. The elector accepted on on-the-spot apology for this error but was understandably upset that this had happened.

This complaint was **upheld**.

There was one complaint which was treated as a stage 1 complaint and by request of the elector was escalated to stage 2 for investigation.

A postal vote application applied for on the Government portal had been put on hold as the personal identifiers for the elector had not matched the details held by the Department of Work and Pensions. Documentary evidence was requested from the elector and was received by email. When this evidence was recorded on the Government portal the application should have been removed from its status of on hold and approved. Unfortunately, the application was left on hold, and this led to a delay in approving the application. An apology provided but as the elector was going on holiday, they requested that the complaint was escalated.

This complaint was **upheld**.

This complaint was also treated as a complaint at **stage 2**.

The complaint was investigated by the Depute Electoral Registration Officer. A further apology was issued on behalf of LVJB. The lack of action had fallen short of the quality of service our office aims to provide. We will ensure staff receive appropriate training to ensure this issue does not happen at future elections.

This stage 2 complaint was **upheld**.

Produced by	Governance Team	29/07/2024
Approved by	Corporate Leadership Team	31/07/2024