

## Learning from Complaints 2024/25

### Quarter 4 – 1 January 2025 to 31 March 2025

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

	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
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	0
Outcome at Stage 2 - upheld/partially upheld/not upheld/ resolved	0 upheld/0 partially upheld/0 not upheld/0 resolved

Total Complaints submitted: 0

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

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: 0 (0%)

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

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 no stage 1 complaint relating to Council Tax.

There were no stage 1 complaints relating to Valuation Roll.

There were no complaints Stage 1 complaints relating to Electoral Registration.

**Outcome of Stage 2 Complaints:**

There were no Stage 2 complaints.

Produced by	Governance Team	25/04/2025
Approved by	Corporate Leadership Team	30/04/2025