

Learning from Complaints 2025/26

Quarter 2 – 1 July 2025 to 30 September 2025

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

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

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 1 stage 1 complaints relating to Council Tax.

There were no stage 1 complaints relating to Valuation Roll.

There was 1 no Stage 1 complaint relating to Electoral Registration.

An elector applied to be added to the register at their new address in September 2024. They emailed enquiries in December 2024 as they had not received confirmation that they were registered. A member of our administration team emailed the elector on same day to advise that their application was successful and an email communication had been issued in September 2024 confirming the electors name had been added to the register of electors from 1 November 2024.

Nothing further was received from the elector until they contacted our office after receiving a canvass communication in August 2025 advising no-one was living at their address. As noted above, the elector had applied to register but had been added to another number in the street they lived, in error. This was a clerical error. A sincere apology was provided to the elector with immediate action taken to add the elector to the register in respect of the correct address. Two letters were generated by the Administration Manager to provide both an apology and a letter of confirmation that the electors name was added at the correct address.

The complaint was **Upheld**.

Outcome of Stage 2 Complaints:

There was no stage 2 complaint relating to Council Tax.

There were no stage 2 complaints relating to Valuation Roll.

There were no stage 2 complaints relating to Electoral Registration.

Produced by	Governance Team	16/10/2025
Approved by	Corporate Leadership Team	29/10/2025