

Learning from Complaints 2025/26

Quarter 1 – 1 April 2025 to 30 June 2025

| | 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 |
| 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 | 3 upheld/1 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 | 1 |
| Average no. of working days to respond | 20 |
| 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 | 20 |
| Total number of Stage 2 complaints | 1 |
| Outcome at Stage 2 - upheld/partially upheld/not upheld/ resolved | 0 upheld/0 partially upheld/1 not upheld/0 resolved |

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 (17%)

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

Complaints upheld as a % of all complaints: 3 (50%)

Complaints partially upheld as a % of all complaints: 1 (17%)

Complaints not upheld as a % of all complaints: 2 (33%)

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

Outcome of Stage 1 Complaints:

There was 1 stage 1 complaint relating to Council Tax.

The complaint was in relation to an unsubstantiated allegation that our office had not responded to a request for information in relation to Council Tax. A full explanation was provided to the Council Tax Payer indicating that a request had not been received by our office.

The complaint was **Not upheld**.

There were 3 stage 1 complaints relating to Valuation Roll.

One complaint was in relation to a statutory change to the property address. There was a delay in this being processed and the notices issued were not showing the correct property address. An apology was issued to the ratepayer.

The complaint was **Partially upheld** as some of the complaint related to the valuation of the property. A proposal had been submitted and this would be dealt with under the statutory procedure.

Another complaint was in relation to an error in the correspondence address provided on the notices issued. An apology was issued to the ratepayer.

The complaint was **Upheld**.

Lastly, a complaint was received from a stakeholder related to their details being added to the Valuation Roll but they had no connection with the property other than as the architectural consultant. Their details were provided on a planning application document and had been added in error to the Valuation Roll. The Valuation Roll was updated to show the corrected information and an apology was made to the complainant.

The complaint was **Upheld**.

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

The complaint was made by the son of an elector who is an elderly resident at a care home in Edinburgh. An Invitation to Register form for the elector had indicated that the elector would not wish to be included in the open register which is available for sale. Unfortunately, due to an omission made when the application was processed this information was not applied. The elector, once added to the register of electors subsequently received a letter from a credit reference agency advising that their name had been included on the open register and providing the option to opt out marketing. Our Administration Manager contacted the elector's son to resolve the matter and ensure that the elector's details were updated. Credit reference agencies are entitled to a copy of the full register for credit reference purposes but they often purchase a copy of the open register for marketing. The elector's son contacted the credit reference agency to request the electors name was removed from their records in relation to the open register and any marketing.

The complaint was **Upheld**.

Outcome of Stage 2 Complaints:

There was 1 stage 2 complaint relating to Council Tax which was escalated from stage 1.

A full investigation was carried out by our Assistant Assessor in relation to the initial complaint relating to information not being provided. A further issue was investigated concerning a member of staff indicated in the non-issue of the information and a lack of action taken. No evidence was found by our Assistant Assessor to support the allegations in relation to either of the matters raised .

The complaint was **Not upheld**.

There were no stage 2 complaints relating to Valuation Roll.

There were no stage 2 complaints relating to Electoral Registration.

| | | |
|-------------|---------------------------|------------|
| Produced by | Governance Team | 24/07/2025 |
| Approved by | Corporate Leadership Team | 30/07/2025 |