

Learning from Complaints 2026/27 - Report Quarter 1 – 1 April 2026 to 30 June 2026

	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	3
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/ 1 partially upheld /0 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	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	20
Total number of Stage 2 complaints	1
Outcome at Stage 2 - upheld/partially upheld/not upheld/ resolved	0 upheld/ 1 partially upheld /0 not upheld/0 resolved

Total Complaints submitted: 2

No. of Stage 1 complaints as a % of all complaints: 1(50%)

No. of Stage 2 complaints as a % of all complaints: 1 (50%)

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: 2 (100%)

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

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

Complaints Outcome Key

Outcome	Definition
Resolved	The complaint was settled to the satisfaction of the complainant without the need for a formal finding on whether the complaint was upheld.
Upheld	The investigation found that the complaint was justified and that the LVJB did not meet the expected standard of service in relation to the issues raised.
Partially Upheld	Some elements of the complaint were found to be justified, while other elements were not. The investigation identified areas where service could have been improved, but not all aspects of the complaint were supported by the evidence.
Not Upheld	The investigation found that LVJB acted appropriately and in line with relevant procedures, and the complaint was not supported by the evidence.

Council Tax

No stage 1 complaints were received during the reporting period.

One stage 2 complaint received during this reporting period escalated from a complaint received in the last quarter.

Stage	Complaint Summary	Outcome	Learning
Stage 2	Issue raised: The complainant raised concerns regarding a property visit undertaken by LVJB staff and alleged inappropriate conduct during discussions with a vulnerable occupier. Investigation findings: The investigation found that staff acted professionally and in accordance with established procedures. However, an administrative error was identified in the recording of ownership and occupier details, which affected correspondence arrangements.	Partially Upheld The complaint was <u>upheld</u> in relation to communication and administrative shortcomings, and an apology was issued. Allegations of staff misconduct were <u>not upheld</u>.	Updated visit procedures - staff are now asked to check whether everyone who wished to attend a property visit is present before proceeding. Guidance is being prepared - to support Council Tax payers and LVJB staff during property visits relating to Council Tax banding and related matters.

Valuation Roll

One stage 1 complaint was received during the reporting period.

No stage 2 complaint received during this reporting period.

Stage	Complaint Summary	Outcome	Learning
Stage 1	Issue raised: The ratepayer complained about the length of time taken to update the commercial rating of their guest house and believed they had been advised that the change would be backdated by three years. Investigation findings: The investigation confirmed that the property was inspected in February 2025 and that the alteration was made in accordance with the evidence available. The effective date applied reflected the date the property visit took place and was licensed for guest house use. No evidence was found to support the claim that staff involved had committed to backdating the change by three years.	Partially Upheld The complaint was <u>upheld</u> regarding the delay in processing the change. However, the complaint was <u>not upheld</u> regarding the effective date of the amendment. An apology was issued for the delay.	Review workload management and prioritisation

Electoral Registration

No complaints were received during the reporting period.

Learning from Complaints Learning Outcomes Summary

Complaint Area	Learning Identified	Action Taken
Council Tax	Attendance expectations at property visits were unclear	Procedure updated and guidance being prepared
Valuation Roll	Processing delays impacted customer experience	Workload management reviewed

Produced by	Governance Team	22/07/2026
Approved by	Corporate Leadership Team	29/07/2026