



Renfrewshire Valuation Joint Board

Learning From Complaints - Annual Report 2022/23

This report covers the twelve month period from 1st April 2022 to 31st March 2023.

What is a Complaint?

Renfrewshire Valuation Joint Board's definition of a complaint is:

'Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.'

A complaint may relate to:

- Failure or refusal to provide a service
- Inadequate quality or standard of service, or an unreasonable delay in providing a service
- Dissatisfaction with one of our policies or its impact on the individual
- Failure to properly apply law, procedure or guidance when delivering services
- Failure to follow the appropriate administrative process
- Conduct, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves); or
- Disagreement with a decision (**except** where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector)

This list does not cover everything.

A complaint is **not**:

- A routine first-time request for a service
- A request for compensation only
- Issues that are in court or have already been heard by a court or a tribunal
- Formal complaints concerning valuations under the Valuation Acts
- Objections to inclusions in the Electoral Register
- A request for information under the Data Protection or Freedom of Information (Scotland) Act
- A grievance by a member of staff member or a grievance relating to employment or staff recruitment
- A concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision

This list does not cover everything.

Complaints Received During 2022/23

There were a total of 4 Complaints received during 2022/23. One complaint related to our electoral registration function, two complaints for domestic rating and one complaint for non-domestic rating.

Resolution of Complaints

One complaint was resolved at Stage 1 – Frontline Resolution Stage, two complaints were escalated to Stage 2 and the one complaint was resolved at Stage 2 – Investigation. All complaints were dealt within the appropriate time scales. Three complaints were not upheld and one complaint relating to domestic rating was partially upheld.

Referral to the Scottish Public Sector Ombudsman (SPSO)

No complaints were referred to the SPSO as at the time of writing of this report.

Scottish Public Sector Ombudsman Mandatory Key Performance Indicators (KPIs)

Renfrewshire Valuation Joint Board (RVJB) adopted the SPSO's Model Complaint Handling Procedure and as part of this framework there are 4 mandatory KPIs which are listed below;

- 1. Indicator One – The total number of complaints received.*
- 2. Indicator Two – The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days.*
- 3. Indicator Three – The average time in working days for a full response to complaints at each stage.*
- 4. Indicator Four – The outcome of complaints at each stage.*

The KPIs are reported quarterly to the management team and once discussed, are published quarterly on RVJB's website. An annual complaints report is also published on our website that includes performance stats, trends where visible, and actions taken or will be taken to improve. The full year KPIs for RVJB are contained within Appendix 1.

Learning from Complaints

The outcomes from complaints are discussed at the monthly Management Team and Governance Working Group meetings and any learning implemented.

Only one complaint was partially upheld this year in relation to the professionalism of the staff member during the appeal discussions and in addition did not respond to the stakeholder in the time period agreed by both parties. An apology was issued to the stakeholder and training given to the staff member. In addition a bulletin was sent to all staff regarding the use of work mobile phones for business calls and reminding staff of Renfrewshire Valuation Joint Board's position in relation to text messaging as a means of communication. RVJB do not advocate texting as a method of communication due to good information governance principles .

Appendix 1

SPSO Performance Indicators

1st April 2022 to 31st March 2023

Total Number of Complaints Received which includes the number of complaints received at Stage 1 (this includes escalated complaints, as they were first received at Stage 1), and the number of complaints received directly at Stage 2: **4 - SPSO Indicator One**

| Stage 1 Complaints | |
|---|--|
| The total no. of Stage 1 complaints | 3 |
| No. of complaints closed in full within 5 working days – SPSO Indicator Two | 1 |
| Percentage of complaints closed in full within 5 working days – SPSO Indicator Two | 33% |
| Stage 1 – response in 5 working days | 100% |
| Average no of working days to respond – SPSO Indicator Three | 1 working days |
| No. escalated to Stage 2 | 2 |
| Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld – SPSO Indicator Four | 0% resolved/ 0% upheld/ 0% partially upheld/ 100% not upheld. 2 Complaints escalated to Stage 2 |

| Escalated Complaints | |
|---|---|
| The total no. of Escalated complaints | 2 |
| No. of complaints closed in full within 20 working days – SPSO Indicator Two | 2 |
| Percentage of complaints closed in full within 20 working days – SPSO Indicator Two | 100% |
| Average no of working days to respond – SPSO Indicator Three | 16 working days |
| Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld – SPSO Indicator Four | 0% resolved/ 0% upheld/ 50% partially upheld/ 50% not upheld |

| Stage 2 Complaints | |
|--|---|
| The total no. of Stage 2 complaints | 1 received directly at Stage 2 |
| <i>No. of complaints closed in full within 20 working days – SPSO Indicator Two</i> | 1 |
| <i>Percentage of complaints closed in full within 20 working days – SPSO Indicator Two</i> | 100% |
| Stage 2 – response in 20 working days | 100% |
| <i>Average no of working days to respond – SPSO Indicator Three</i> | 20 |
| <i>Outcome of Stage 2 Complaints resolved/upheld/partially upheld/ not upheld – SPSO Indicator Four</i> | <i>0% resolved/ 0% upheld/ 0% partially upheld/ 100% not upheld.</i> |

Conclusion

Only one of the complaints received in 2022/23 was partially upheld and training was given to the member of staff as well as a bulletin given to all staff regarding using text messages for work purposes. Any feedback from complaints and our customer satisfaction surveys are analysed to ensure the Board is continuously looking for ways to improve service delivery.

L Hendry
Assistant Assessor

5th April 2023