



Learning from Complaints 2022/23

Quarter 1 – 1 April 2022 to 30 June 2022

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: **1**

Stage 1 Complaints	
The total no. of Stage 1 complaints	1
No. of complaints closed in full within 5 working days	0
Percentage of complaints closed in full within 5 working days	0%
Stage 1 – response in 5 working days	100%
Average no of working days to respond	2 working days
No. escalated to Stage 2	1
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 0% not upheld. 1 Complaint escalated to Stage 2

Escalated Complaints	
The total no. of Escalated complaints	1
No. of complaints closed in full within 20 working days	1
Percentage of complaints closed in full within 20 working days	100%
Average no of working days to respond	17 working days
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 100% partially upheld/ 0% not upheld

Stage 2 Complaints	
The total no. of Stage 2 complaints	0 received directly at Stage 2
No. of complaints closed in full within 20 working days	N/A
Percentage of complaints closed in full within 20 working days	N/A
Stage 2 – response in 20 working days	N/A
Average no of working days to respond	N/A
Outcome of Stage 2 Complaints resolved/upheld/partially upheld/ not upheld	N/A

Outcome: the one complaint received was in relation to an appeal against the council tax band applied to their domestic property specifically in relation to how the member of staff involved handled their appeal.

The complaint was not resolved at Stage 1 – Frontline Resolution and progressed in the correct timescale to Stage 2 – Investigation. As a result of the investigation, part of the complaint was upheld due 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.

Quarter 2 – 1 July 2022 to 30 September 2022

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: **1**

Stage 1 Complaints	
The total no. of Stage 1 complaints	1
No. of complaints closed in full within 5 working days	1
Percentage of complaints closed in full within 5 working days	100%
Stage 1 – response in 5 working days	100%
Average no of working days to respond	1 working days
No. escalated to Stage 2	0
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 100% not upheld.

Escalated Complaints	
The total no. of Escalated complaints	0
No. of complaints closed in full within 20 working days	0
Percentage of complaints closed in full within 20 working days	0%
Average no of working days to respond	N/A
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 0% not upheld

Stage 2 Complaints	
The total no. of Stage 2 complaints	0 received directly at Stage 2
No. of complaints closed in full within 20 working days	N/A
Percentage of complaints closed in full within 20 working days	N/A
Stage 2 – response in 20 working days	N/A
Average no of working days to respond	N/A
Outcome of Stage 2 Complaints resolved/upheld/partially upheld/ not upheld	N/A

Outcome: the one complaint received was in relation to electoral registration.

The complaint was not upheld as legally what the complainer had asked the Electoral Registration Officer to carry out could not be done but help was given to the complainer to aid them to understand the situation. After discussing the complaint at Frontline Resolution Stage with the Senior Clerical Manager, the complaint was withdrawn.

Quarter 3 – 1 October 2022 to 31 December 2022

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: **1**

Stage 1 Complaints	
The total no. of Stage 1 complaints	0
No. of complaints closed in full within 5 working days	N/A
Percentage of complaints closed in full within 5 working days	N/A
Stage 1 – response in 5 working days	N/A
Average no of working days to respond	N/A
No. escalated to Stage 2	N/A
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	N/A

Escalated Complaints	
The total no. of Escalated complaints	0
No. of complaints closed in full within 20 working days	N/A
Percentage of complaints closed in full within 20 working days	N/A
Average no of working days to respond	N/A
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	N/A

Stage 2 Complaints	
The total no. of Stage 2 complaints	1 received directly at Stage 2
No. of complaints closed in full within 20 working days	1
Percentage of complaints closed in full within 20 working days	100%
Stage 2 – response in 20 working days	100%
Average no of working days to respond	20 working days
Outcome of Stage 2 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 100% not upheld

Outcome: the one complaint received was in relation to the length of time taken to deal with an appeal against the council tax band applied to their domestic property.

As information from several sources was required to establish the situation, the complaint was not suitable for Stage 1 and was dealt with under Stage 2 – Investigation. The outcome of the investigation was the complaint was not upheld and an explanation given as to why the appeal had not been brought to a conclusion as quickly as the Council Taxpayer expected.

Quarter 4 – 1 January 2023 to 31 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: **1**

Stage 1 Complaints	
The total no. of Stage 1 complaints	1
No. of complaints closed in full within 5 working days	0
Percentage of complaints closed in full within 5 working days	0%
Stage 1 – response in 5 working days	100%
Average no of working days to respond	1 working day
No. escalated to Stage 2	1
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 0% not upheld. 1 Complaint escalated to Stage 2

Escalated Complaints	
The total no. of Escalated complaints	1
No. of complaints closed in full within 20 working days	1
Percentage of complaints closed in full within 20 working days	100%
Average no of working days to respond	15 working days
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ % partially upheld/ 100% not upheld

Stage 2 Complaints	
The total no. of Stage 2 complaints	N/A
No. of complaints closed in full within 20 working days	N/A
Percentage of complaints closed in full within 20 working days	N/A
Stage 2 – response in 20 working days	N/A
Average no of working days to respond	N/A
Outcome of Stage 2 Complaints resolved/upheld/partially upheld/ not upheld	N/A

Outcome: the one complaint received was in relation to a letter requesting rental information received from RVJB for their non-domestic property. A secondary part of the complaint was regarding members of RVJB surveying the non-domestic property without a prior appointment with the stakeholder.

The complaint was not resolved at Stage 1 – Frontline Resolution and progressed in the correct timescale to Stage 2 – Investigation. As a result of the investigation, no part of the complaint was upheld.

The stakeholder had cited previous correspondence between ourselves and them in relation to the information we had requested. The correspondence provided was between Renfrewshire Council and the stakeholder, which is a completely separate organisation to us, and therefore we did not have the required information for our statutory duty.

The stakeholder also felt the letter sent by RVJB was threatening as it referred to a civil penalty if the required information was not returned. It was explained both at Stage 1 and at Stage 2, it is a requirement to stipulate on the letter failure to provide the requested data may lead to a civil penalty as well as the offence of providing false/misleading information.

It was also confirmed with the stakeholder, the staff who visited the premises had an appointment arranged with the landlord as the landlord had requested the property be surveyed by RVJB in order for the correct net annual value to be allocated to each part. A representative of the landlord accompanied RVJB staff when visiting the property.

L Hendry 5th April 2023