

Learning from Complaints 2023/24

Quarter 2 – 1 July 2023 to 30 September 2023

	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	4
Average no. of working days to respond	4
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	4
Outcome at Stage 1 - upheld/partially upheld/not upheld/ resolved	0 upheld/0 partially upheld/0 not upheld/1 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	1
Stage 2 – no. started at Stage 2	0
Stage 2 - response in 20 working days	0
Average no. of working days to respond	n/a
Total number of Stage 2 complaints	1
Outcome at Stage 2 - upheld/partially upheld/not upheld/ resolved	1 upheld/0 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: 1 (500%)

Complaints upheld as a % of all complaints: 1 (50%)

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 was 1 stage 1 complaint relating to Council Tax.

A CT payer had made a proposal in 2022, but it was invalid as they were not the owner of the property at that point. The CT payer submitted another proposal, but it was assumed that this was also invalid and therefore no action was taken at that time. The CT payer made their complaint by telephone with a member of our Customer Support Team. The call was investigated by our Valuation Services Team Manager (VSTM) who established that the CT payer had become the owner of the property after their initial proposal was lodged. The subsequent proposal was valid therefore a Technician contacted the CT payer to discuss the matter with them. The appeal was also added to the list of outstanding appeals to be heard by the Tribunal Service. The VSTM confirmed this information with the CT Payer over the phone and the CT Payer was satisfied with the action taken to resolve the matter.

*The complaint was **resolved** on the basis that our staff had engaged with the Council Tax payers and there had been a positive outcome.*

Outcome of Stage 2 Complaints:

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

The complaint relates to lack of response to an initial email send in May 2022. A holding email was issued in May 2022 advising that the banding was being investigated as a possible error but since May 2022, no further contact was made to The CT payer. The CT payer emailed in June 2023 to request more information regarding the investigation into the banding of their property and their neighbours properties. The Technician dealing with the initial enquiry of June 2023 contacted the CT payer by telephone. The CT payer contacted LVJB again by email in July advising that they had not received a response to their question as to why the investigation of their band had taken 12 months. A response was provided to the CT payer on the same day.

*The complaint was **upheld** on the basis that there was a significant delay in providing an initial response regarding the request for an investigation regarding the banding of their property and the service provided was not of the high quality of service LVJB aims to provide.*

Created by	Governance Team	06/11/2023
Approved by	Corporate Leadership Team	06/11/2023