Learning from Complaints 2026/27

Quarter 1 – 1 April 2026 to 30 June 2026

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: **2**

Stage 1 Complaints	
The total no. of Stage 1 complaints	2
No. of complaints closed in full within 5 working days	2
Percentage of complaints closed in full within 5 working days	100%
Stage 1 – response in 5 working days	2
Average no of working days to respond	1
No. escalated to Stage 2	N/A
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	50% resolved/50% upheld/0% partially upheld/0% not upheld

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	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
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 first complaint received was in relation to electoral registration and the complaint was resolved at Stage 1 Frontline Resolution by explaining the issue they had encountered was due to the information they had provided to the ERO was incorrect.

The second complaint was in response to a complainant being dissatisfied with the service they had received from a member of the valuation team as they had not contacted the person at the time agreed by both parties. The complaint was upheld as the staff member had not responded when they had stated they would and this did fall short of our normal high standard of service. The staff member resolved the complaint at Stage 1 Frontline Resolution by apologising to the complainant and giving them an update on their council tax proposal. By dealing with the complaint directly, the staff member was reminded of the importance of contacting stakeholders at the timescale agreed and they saw firsthand the issues created when this is not done timeously.

Quarter 2 – 1 July 2026 to 30th September 2026

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: **0**

Stage 1 Complaints	
The total no. of Stage 1 complaints	0
No. of complaints closed in full within 5 working days	0
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	None
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	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
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

No complaints were received in Quarter 2 of 2026/27.

L Hendry 01/10/26