



Learning from Complaints 2024/25

Quarter 1 – 1 April 2025 to 30 June 2025

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	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	2
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/100% upheld/0% partially upheld/0% not upheld

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 one complaint received was in relation to the service they had received from the Valuation Section of Renfrewshire Valuation Joint Board in relation to an enquiry into how their council tax band had been derived.

The complaint was escalated to Stage 2 as the complainant did not want to participate in the Frontline Resolution Stage and the complaint was upheld. The complainant was dissatisfied with the service they had received from a member of the valuation team as they had not sent a response to their follow up question on their council tax band. After investigation the complaint was upheld as the staff member had not responded to the follow up email and this did fall short of our normal high standard of service. The staff member has been reminded of the importance of responding to enquiries even when they are dealing with time critical work, which was the case in this situation.

L Hendry 7th August 2025