



Learning from Complaints 2025/26

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.

Quarter 2 – 1 July 2025 to 30 September 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	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	1
Average no of working days to respond	1
No. escalated to Stage 2	None
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	100% resolved

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
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Outcome: the one complaint received was in relation to the time taken to deal with their invalid council tax appeal.

The complaint was dealt with by a manager within our valuation section and reassured the complainant their appeal was being dealt with despite the invalid status of the appeal and detailed the time scales of when our decision will be provided. The complainer was satisfied with the explanation.

Lessons learned from this complaint is in relation to setting out time scales to appellants by the valuation team when a follow up communication is received from the appellant.

Quarter 3 – 1 October 2025 to 31st December 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: **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 3 of 2025/26.

Quarter 4 – 1st January to 31st March 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: **4**

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	0
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	100% Resolved

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	2
No. of complaints closed in full within 20 working days	2
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	15
Outcome of Stage 2 Complaints resolved/upheld/partially upheld/ not upheld	50% partially upheld/50% not upheld

Outcome: The two complaints resolved at Stage 1 Frontline Resolution are discussed below;

The first complaint related to a council tax proposal and the service they had received from a member of staff of the Valuation Section. The staff member's line manager contacted the complainer and after discussing their complaint, they retracted it regarding the employee and confirmed they were just unhappy with their council tax band.

The second complaint was in relation to a self-catering unit which required to be deleted from the valuation roll and entered into the Valuation List for Council Tax. The person has complained as the change from being entered as a non-domestic property to a domestic property could not be completed as the Valuation Roll was closed for end of year procedures. The member of staff dealing with the change of use, explained the situation to the complainant and confirmed the changes would be dealt with on the first update of the new financial year and the confirmation of being dealt with as soon as possible resolved the complaint.

The two complaints dealt with at Stage 2 Investigation are discussed below;

One complaint received was in relation to the council tax proposal process; the lack of transparency and inconsistent information.

The complaint was dealt with at Stage 2 as the complainant did not want to participate in the Frontline Resolution Stage and the complaint was partially upheld. After investigation the complaint was upheld as parts of the process were not explained fully due to the way the complainant had posed the questions. Lessons learned from this complaint have resulted in a council tax proposal guide being formulated which will be able to be passed to council tax proposers, as well discussing with the team to confirm with the proposer when a question is being asked as opposed to a statement.

L Hendry 27th April 2026