



Renfrewshire Valuation Joint Board

Learning From Complaints - Annual Report 2023/24

This report covers the twelve month period from 1st April 2023 to 31st March 2024.

What is a Complaint?

Renfrewshire Valuation Joint Board's definition of a complaint is:

'Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.'

A complaint may relate to:

- Failure or refusal to provide a service
- Inadequate quality or standard of service, or an unreasonable delay in providing a service
- Dissatisfaction with one of our policies or its impact on the individual
- Failure to properly apply law, procedure or guidance when delivering services
- Failure to follow the appropriate administrative process
- Conduct, treatment by or attitude of a member of staff or contractor (**except** where there are arrangements in place for the contractor to handle the complaint themselves); or
- Disagreement with a decision (**except** where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector)

This list does not cover everything.

A complaint is **not**:

- A routine first-time request for a service
- A request for compensation only
- Issues that are in court or have already been heard by a court or a tribunal
- Formal complaints concerning valuations under the Valuation Acts
- Objections to inclusions in the Electoral Register
- A request for information under the Data Protection or Freedom of Information (Scotland) Act
- A grievance by a member of staff member or a grievance relating to employment or staff recruitment
- A concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision

Complaints Received During 2023/24

There were a total of 3 Complaints received during 2023/24. One complaint related to our electoral registration function, one complaint regarding domestic rating, with the third complaint relating to the imposition of a charge by Renfrewshire Council, not Renfrewshire Valuation Joint Board (RVJB).

Resolution of Complaints

Two complaints were not upheld and the complaint in relation to domestic rating was resolved at Stage 2 and had been escalated to this stage. All complaints were dealt within the appropriate time scales.

Referral to the Scottish Public Sector Ombudsman (SPSO)

No complaints were referred to the SPSO as at the time of writing of this report.

Scottish Public Sector Ombudsman Mandatory Key Performance Indicators (KPIs)

Renfrewshire Valuation Joint Board (RVJB) adopted the SPSO's Model Complaint Handling Procedure and as part of this framework there are 4 mandatory KPIs which are listed below;

- 1. Indicator One – The total number of complaints received.*
- 2. Indicator Two – The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days.*
- 3. Indicator Three – The average time in working days for a full response to complaints at each stage.*
- 4. Indicator Four – The outcome of complaints at each stage.*

The KPIs are reported quarterly to the management team and once discussed, are published quarterly on RVJB's website. An annual complaints report is also published on our website that includes performance stats, trends where visible, and actions taken or will be taken to improve. The full year KPIs for RVJB are contained within Appendix 1.

Learning from Complaints

The outcomes from complaints are discussed at the monthly Management Team and Governance Working Group meetings and any learning implemented.

A complaint was received in relation to the imposition of a charge by Renfrewshire Council for garden waste removal which they felt should not be levied, as it should be covered by their payment of council tax. The complaint was not upheld at Stage 1 – Frontline Resolution and the situation was explained to the stakeholder, the charge was levied by Renfrewshire Council not by RVJB. The response also explained to the stakeholder the criteria for banding dwellings for council tax purposes as this was requested within the complaint.

The complaint regarding the domestic rating function was in relation to the service they had received from the Valuation Section of RVJB. The complaint was escalated to Stage 2 and was resolved. No learning required to be implemented for staff.

The third complaint was in relation to elements of electoral registration legislation which we cannot deviate from and this was explained to the stakeholder. After the explanation was given in terms of the legislation the Electoral Registration Officer needs to adhere to, the complaint was withdrawn.

L Hendry 26th April 2024

Appendix 1

SPSO Performance Indicators

1st April 2023 to 31st March 2024

Quarter 1 – 1 April 2023 to 30 June 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	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 day
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	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 one complaint received was in relation to the imposition of a charge by Renfrewshire Council for garden waste removal which they believed should be covered by their payment of council tax.

The complaint was not upheld at Stage 1 – Frontline Resolution. The situation regarding the charge being levied by Renfrewshire Council and not by Renfrewshire Valuation Joint Board was explained to the stakeholder. The response provided to the stakeholder also explained the criteria for banding dwellings for council tax purposes which is dictated by legislation as this was requested within the email.

Quarter 2 – 1 July 2023 to 30 September 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	4
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	100% 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 the service they had received from the Valuation Section of Renfrewshire Valuation Joint Board

The complaint was escalated to Stage 2 and was resolved. The complainant was dissatisfied with the service they had received from members of the valuation team. After discussion with the complainant, they agreed the complaint was resolved.

Quarter 3 – 1 October 2023 to 31st December 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: **0**

No complaints were received in Quarter 3 of 2023/24.

Quarter 4 – 1 January 2024 to 31st March 2024

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	3 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	0
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.