



## **Learning from Complaints 2021/22**

### **Quarter 1**

Complaints submitted: 3

Complaints upheld: 0

### **Quarter 2**

Complaints submitted: 2

Complaints upheld: 1

Outcome: The complaint which was upheld related to an elector being informed of their postal vote being rejected. On investigation, the issue with the postal vote being rejected was due to the date of birth being incorrectly entered on to the Electoral Registration Officer's electoral management system. An apology was issued to the elector and date of birth correctly input. The complaint was upheld and resolved at Stage 1 – Frontline Resolution

### **Quarter 3**

Complaints submitted: 2

Complaints upheld: 1 complaint partially upheld

Outcome: Both complaints were from the same stakeholder regarding their appeal against the council tax band applied to their domestic property specifically in relation to how the staff involved handled their appeal.

The complaint which was partially upheld was not resolved at Stage 1 – Frontline Resolution and progressed in the correct timescale to Stage 2 – Investigation. As a result of the investigation, part of the first complaint was upheld due to the staff member giving premature information of the Assessor's decision regarding the appeal. An apology was issued to the stakeholder and training given to the staff member.