



Renfrewshire Valuation Joint Board

Learning From Complaints - Annual Report 2025/26

This report covers the twelve-month period from 1st April 2025 to 31st March 2026.

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 2025/26

There was a total of 6 Complaints received during 2025/26. Five complaints related to council tax and one related to a change from non-domestic use to domestic.

Resolution of Complaints

Three complaints relating to council tax/non-domestic rates were resolved at Stage 1, 1 escalated complaint regarding council tax was upheld and two complaints dealt with at Stage 2, both in relation to council tax, with one partially upheld and one not upheld. All complaints were dealt with within the appropriate time scales.

Referral to the Scottish Public Sector Ombudsman (SPSO)

No complaints were confirmed as being 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.

Lessons learnt from complaints are in relation to council tax proposals/appeals.

First lesson learnt was derived from a complaint received in relation to the time taken to deal with their invalid council tax appeal. This was dealt with at Stage 1, with the complaint being resolved. Lessons learned from this complaint are setting out time scales to appellants by the valuation team when a follow up communication is received from the appellant.

Further lessons learnt were in relation to a complaint dealt with at Stage 2, as the complainant did not want to participate in the Frontline Resolution Stage, and was partially upheld. The complainant was dissatisfied with the service they had received from the valuation team during the council tax proposal process, specifically the lack of transparency and inconsistent information. After investigation of the 10 points raised in the complaint, 4 points were upheld as parts of the process

were not explained fully due to the way the complainant had posed the questions. Learning 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 5th May 2026

Appendix 1

SPSO Performance Indicators

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

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.