



Renfrewshire Valuation Joint Board

Learning From Complaints - Annual Report 2024/25

This report covers the twelve month period from 1st April 2024 to 31st March 2025.

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 2024/25

There was a total of 4 Complaints received during 2024/25. Two complaints related to our electoral registration function and two complaints regarding domestic rating.

Resolution of Complaints

Two complaints were not upheld, one was partially upheld at Stage 2 for domestic rating and one in relation to electoral registration was wholly upheld. 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.

Lessons learnt from complaints includes a complaint in relation to our service in relation to an invalid council tax appeal. The complaint was escalated to Stage 2 and was partially upheld. The complainant was dissatisfied with the service they had received from members of the valuation team and after investigation of the 17 points raised in the complaint, 1 point was upheld. The point was in relation to receiving unscheduled phone calls from staff. It was explained staff do normally ask if a person is able to take a call before proceeding with the discussion and if it is not suitable, they will arrange to telephone at a mutually convenient time. This part of the complaint was upheld and a reminder issued to staff to ensure they confirm a person is able to take a call and if not arrange another phone call when suitable.

A letter was issued to a potential elector which had another person's name, address and elector number contained within the second side of the letter. On investigation the letter was sent double sided as opposed to single sided on our hybrid mailing system. The incident was classed as an information security incident and dealt with in line with this procedure, it was not reportable to the Information Commissioner's Office as confirmed by our Data Protection Officer.

The Clerical Assistant who took the call from the complainant's mother, apologised for the letter being sent double sided and confirmed their information had not been sent to another party. Extra training for the team in relation to the hybrid mailing system was undertaken and software changes to the templates were implemented to mitigate against this type of error. In addition, "Stop and Think" notices with messaging on steps to be taken when checking hybrid mail were given to all the team and affixed to computer monitors.

L Hendry 5th May 2025

Appendix 1

SPSO Performance Indicators

Quarter 1 – 1 April 2024 to 30 June 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	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	18
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/0% upheld/100% 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 invalid council tax appeal.

The complaint was escalated to Stage 2 and was partially upheld. The complainant was dissatisfied with the service they had received from members of the valuation team and after investigation of the 17 points raised in the complaint, 1 point was upheld. The point was in relation to receiving unscheduled phone calls from staff. It was explained staff do normally ask if a person is able to take a call before proceeding with the discussion and if it is not suitable, they will arrange to telephone at a mutually convenient time. This part of the complaint was upheld and a reminder issued for staff and if required, training in relation to phone calls with stakeholders.

L Hendry 15th July 2024

Quarter 2 – 1 July 2024 to 30 September 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: **0**

No complaints were received in Quarter 2 of 2024/25.

Quarter 3 – 1 October 2024 to 31st December 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: **3**

Stage 1 Complaints	
The total no. of Stage 1 complaints	3
No. of complaints closed in full within 5 working days	5
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
No. escalated to Stage 2	0
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/33% upheld/0% partially upheld/67% 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 no 1: the first complaint received was in relation to the service they had received from the Valuation Section of Renfrewshire Valuation Joint Board in relation to an invalid council tax appeal.

The complainant was dissatisfied with the time taken to deal with their invalid council tax appeal. The Principal Valuer for Renfrewshire apologised and explained the demands on our service has meant we had to divert resources to time critical statutory duties, in addition to there being no legal requirement for the Assessor to consider invalid council tax appeals. An update on progress will be given to complainant to ensure they are informed as to when their invalid council tax appeal will be dealt with.

The complaint was dealt with at Stage 1 – Frontline Resolution and not upheld

Outcome no 2 : the second complaint received related to Electoral Registration. The complainant felt they were disenfranchised as they had not received a poll card for a by election which was taking place within Ward 5 Gourock as well as their address being incorrect. The Senior Clerical Manager explained to them they were not eligible to vote in the by election as it was not being held in their ward. The Senior Clerical Manager also confirmed their address was correct per Royal Mail and Inverclyde Council’s CAG Custodian and if they wished this to be amended, to contact the CAG Custodian.

The complaint was dealt with at Stage 1 – Frontline Resolution and not upheld.

Outcome no 3 : A letter was issued to a potential elector which had another person’s name, address and elector no contained within the second side of the letter. On investigation the letter was sent double sided as opposed to single sided on our hybrid mailing system. The incident was classed as an information security incident and dealt with in line with this procedure, it was not reportable to the Information Commissioner’s Office as confirmed by our Data Protection Officer.

The Clerical Assistant who took the call from the complainant’s mother, apologised for the letter being sent double sided and confirmed their information had not been sent to another party. Extra training for the team in relation to the hybrid mailing system will be undertaken and software changes to the templates have already been completed to mitigate against this type of error.

The complaint was dealt with at Stage 1 – Frontline Resolution and upheld.

Quarter 4 – 1 January 2025 to 31st March 2025 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**