



Customer Complaints Monitoring Report

Annual Report 2020/21

This report covers the twelve month period from 1st April 2020 to 31st March 2021. Due to the global pandemic caused by the COVID-19 virus, RVJB closed the Robertson Centre on 24th March 2020 in line with the Scottish Government restrictions/lockdown announced by the First Minister on the 23rd March 2020. RVJB's Service delivery has been maintained throughout this period for all three functions – electoral registration, domestic and non-domestic rating by adapting our working practices for remote working.

Appendix 1 contains the Scottish Public Sector Ombudsman's Performance Indicators.

What is a Complaint?

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

'An expression of dissatisfaction by one or more members of the public about the Joint Board's action or lack of action, or about the standard of service provided by or on behalf of the Joint Board.'

A complaint may relate to:

- Failure to provide a service
- Failure to achieve standards or quality of service promised by the Joint Board
- Dissatisfaction with Joint Board policies or the way they are being applied or administered
- Disagreement with a decision where the customer cannot use another procedure (for example an appeal) to resolve the matter
- The Joint Board's failure to follow the appropriate administrative process.
- Failure, negligence or delays in responding to customers' inquiries or requests
- Unhelpful or insensitive treatment by, or attitude of, a member of staff
- Malice, bias or unfair discrimination
- Inadequate or incomplete provision of information and/or advice
- Failure to take account of relevant matters in coming to a decision

This list does not cover everything.

A complaint is **not**:

- A routine first-time request for a service
- A request for compensation only
- An issue that is in court or has already been heard by a court or a tribunal
- A disagreement with a decision where a statutory right of appeal exists, for example in relation to council tax or non-domestic rating appeals or Electoral Registration objections
- 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 2020/21

There were a total of 2 Complaints received during 2020/21. One complaint related to our electoral registration function and the second complaint related to non-domestic rating.

Resolution of Complaints

One complaint was resolved at Stage 1 – Frontline Resolution Stage and the second complaint was resolved at Stage 2 – Investigation, relating to a non-domestic property not entered into the Valuation Roll. On investigation it became clear the Board had no prior notification of the existence of the property. The complaint resolved at Stage 1 was dealt with on the day of receipt with the second complaint resolved within 3 days at Stage 2.

Referral to the Scottish Public Sector Ombudsman

No complaints were referred to the Ombudsman.

Learning from Complaints

The outcome from complaints is discussed at the monthly Management Team and Governance Working Group meetings and any learning implemented. No complaints were upheld this year.

Conclusion

The complaints received in 2020/21 related to circumstances out with the Board's control. Any feedback from complaints is analysed to ensure the Board is continuously looking for ways to improve service delivery.

L Hendry
Assistant Assessor

12th July 2021

Appendix 1

SPSO Performance Indicators

Indicator 1: Complaints Received per 1000 of population.

0.014

Indicator 2: Closed complaints.

The number of complaints closed at stage one as a percentage of all complaints: **50%**

The number of complaints closed at stage two as a percentage of all complaints: **50%**

The number of complaints closed at stage 2 after escalation as a percentage of all complaints: **0%**

Indicator 3: Complaints upheld, partially upheld and not upheld.

The number of complaints upheld at stage one as % of all complaints closed at stage one: **0%**

The number of complaints not upheld at stage one as a percentage of all complaints closed at stage one: **100%**

The number of complaints partially upheld at stage one as a percentage of all complaints closed at stage one: **0%**

The number of complaints upheld at stage two as % of all complaints closed at stage two: **0%**

The number of complaints not upheld at stage two as a percentage of all complaints closed at stage two: **100%**

The number of complaints partially upheld at stage two as a percentage of all complaints closed at stage two: **0%**

The number of escalated complaints upheld at stage two as % of all escalated complaints closed at stage two: **0%**

The number of escalated complaints not upheld at stage two as a percentage of all escalated complaints closed at stage two: **0%**

The number of escalated complaints partially upheld at stage two as a percentage of all escalated complaints closed at stage two: **0%**

Indicator 4: Average time in working days for a full response to complaints at each stage.

Average time in working days to respond to complaints at stage one: **1 day**

Average time in working days to respond to complaints at stage two: **3 days**

Average time in working days to respond to complaints after escalation: **N/A**

Indicator 5: Percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.

The number of complaints closed at stage one within 5 working days as % of total number of stage one complaints: **100%**

The number of complaints closed at stage two within 20 working days as % of total number of stage one complaints: **100%**

The number of escalated complaints within 20 working days as % of total number of stage one complaints: **N/A**

Indicator 6: Number of cases where an extension was authorised.

The number of complaints closed at stage one where extension was authorised, as % all complaints at stage one: **0%**

The number of complaints closed at stage two where extension was authorised, as % all complaints at stage two: **0%**

Indicator 7: Customer satisfaction

The statutory functions undertaken by the Assessor and Electoral Registration Officer are covered by a number of different appeal mechanisms, such as Non Domestic Valuation and Council Tax Appeals and some aspects of Electoral Registration. Representations under these are quite rightly not recorded as complaints. The resolution of these appeals can be confrontational or adversarial but, despite this, the Board have a small number of complaints and feedback from stakeholders has been positive.

Indicator 8: Learning from Complaints

Reports of the number and type of complaints received are submitted to the Management Team and Governance Working Group at each monthly meeting, normally held every 6 to 8 weeks with any trends being identified.