



## Learning from Complaints 2022/23

**Quarter 1 – 1 April 2022 to 30 June 2022**

**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**

<b>Stage 1 Complaints</b>	
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	2 working days
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

<b>Escalated Complaints</b>	
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	17 working days
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 100% partially upheld/ 0% not upheld

<b>Stage 2 Complaints</b>	
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 an appeal against the council tax band applied to their domestic property specifically in relation to how the member of staff involved handled their appeal.

The complaint 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 complaint was upheld due to the professionalism of the staff member during the appeal discussions and in addition did not respond to the stakeholder in the time period agreed by both parties. An apology was issued to the stakeholder and training given to the staff member. In addition a bulletin was sent to all staff regarding the use of work mobile phones for business calls and reminding staff of Renfrewshire Valuation Joint Board's position in relation to text messaging as a means of communication. RVJB do not advocate texting as a method of communication due to good information governance principles.