



Learning from Complaints 2023/24

Quarter 1 – 1 April 2023 to 30 June 2023

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	100%
Average no of working days to respond	1 working day
No. escalated to Stage 2	0
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 100% 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: the one complaint received was in relation to the imposition of a charge by Renfrewshire Council for garden waste removal which they believed should be covered by their payment of council tax.

The complaint was not upheld at Stage 1 – Frontline Resolution. The situation regarding the charge being levied by Renfrewshire Council and not by Renfrewshire Valuation Joint Board was explained to the stakeholder. The response provided to the stakeholder also explained the criteria for banding dwellings for council tax purposes which is dictated by legislation as this was requested within the email.

Quarter 2 – 1 July 2023 to 30 September 2023

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	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	1 working day
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

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	4
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	100% resolved/0% upheld/0% partially upheld/0% not upheld

Stage 2 Complaints	
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 the service they had received from the Valuation Section of Renfrewshire Valuation Joint Board

The complaint was escalated to Stage 2 and was resolved. The complainant was dissatisfied with the service they had received from members of the valuation team. After discussion with the complainant, they agreed the complaint was resolved.

Quarter 3 – 1 October 2023 to 31st December 2023

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 3 of 2023/24.

Quarter 4 – 1 January 2024 to 31st March 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	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	100%
Average no of working days to respond	3 working days
No. escalated to Stage 2	0
Outcome of Stage 1 Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/ 0% upheld/ 0% partially upheld/ 100% not upheld.

Escalated Complaints	
The total no. of Escalated complaints	0
No. of complaints closed in full within 20 working days	0
Percentage of complaints closed in full within 20 working days	0%
Average no of working days to respond	0
Outcome of Escalated Complaints resolved/upheld/partially upheld/ not upheld	0% resolved/0% upheld/0% partially upheld/0% not upheld

Stage 2 Complaints	
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 electoral registration.

The complaint was not upheld as legally what the complainer had asked the Electoral Registration Officer to carry out could not be done but help was given to the complainer to aid them to understand the situation. After discussing the complaint at Frontline Resolution Stage with the Senior Clerical Manager, the complaint was withdrawn.

L Hendry 25th April 2024