



Learning from Complaints 2024/25

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