

# Annual Complaints Report 1<sup>st</sup> September 2016 to 31<sup>st</sup> August 2017

## Introduction and Background

This report provides an update on complaints received by Central Scotland Valuation Joint Board (CSVJB) during the last year. As defined in our complaints procedure, we are committed to providing high quality customer services. We therefore value complaints and use the information from them to help improve our services and this report is part of that process.

## What is a Complaint?

CSVJBs definition of a complaint is regarded as 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' enquiries 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.

## 2016/2017 Complaints Summary

We received a total of 13 (19 in 2015/16) complaints during the above period. 5 were in relation to the work of the Electoral Registration Officer (ERO). 5 complaints related to the Assessors function of valuation of property and 3 to administration/staffing issues

The complaints were around the following types of areas:-

- Annual Canvass Process
- Complaint around a canvassers visit
- Information provided not satisfactory
- Council Tax Process
- Supplying of information in error
- Administrative error
- Communicating using an old out date email address for former member of staff
- IER Process (Was a joint complaint around the ERO and RO)
- Attitude of Staff

#### Resolution of Complaints

Most complaints were resolved at the initial stage and either on the same day or with a week. Only 3 complaints took more than 5 working days to resolve, one of which was the complicated FOI/Data protection/complaint. No complaints were referred to the Scottish Public Sector Ombudsman

Only two went to the second stage.

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#### Conclusion

The number of complaints received is less than previous years and is relatively small. Any procedures or processes are reviewed as necessary resulting from complaints in order to continually learn and improve the service.

Andy Hunter

Complaints Officer