

Annual Complaints Report 1st September 2017 to 31st August 2018

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

	2017/18	2016/17
Electoral Registration Officer	1	5
Assessor	4	5
Administration/Staffing	0	3
Total	5	13

The complaints were around the following types of areas:-

- Customer Service
- Updating Credit Reference Agencies

While most complaints were in relation to customer service, these were also linked with dissatisfaction relating to statutory procedures, e.g. banding review or revaluation of non-domestic property.

Resolution of Complaints

Most complaints were resolved at the initial stage within a week. Only 1 complaint took more than 5 working days to resolve and only two went to the second stage.

No complaints were referred to the Scottish Public Sector Ombudsman.

Conclusion

The number of complaints received is much less than previous years and is very 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