

**Learning from Complaints 2021/22**

**Quarter 1**

Complaints submitted: 2

Complaints upheld: 0

One Complainant referred their complaint to the SPSO. After undertaking an early assessment of the complaint and the Boards response the Ombudsman’s initial view is not to take the complaint forward.

**Quarter 2**

Complaints submitted: 0

Complaints upheld: 0

**Quarter 3**

Complaints submitted: 2

Complaints upheld: 0

One complainant sought to re-open an issue which has been considered repeatedly by the office over a period of years. An investigation concluded that this office had acted both within the law and in an appropriately supportive manner throughout.

The heart of the second complaint related to a form which is prescribed by the Electoral Commission. An action has been take to feed back the essence of the matter to the EC

**Quarter 4**

Complaints submitted: 4

Complaints upheld: 0 (2 live cases yet to be closed)

On complainant sought compensation by way of interest on overpaid Council Tax from the Joint Board following a correction of the complainers Band. The complaint was not upheld as the VJB have no power in this area to satisfy the request.

The remaining 3 complaints relate to the Electoral Registration service.

Two of these relate to wording on standard items of correspondence. Feedback has been provided to the Electoral Commission on one of the forms (it is a prescribed form). As the form is prescribed, the ERO has no choice but to use it. As such, the complaint against the ERO cannot be upheld. The second complaint in respect of wording on an AV Confirmation letter remains outstanding.

The remaining complaint was in relation to an item of mail being issued to a deceased elector. The family of the deceased had utilised the Tell Us Once service. During internal investigation, it was found that neither Tell Us Once nor the Registrar of Births, Deaths and Marriages had informed the ERO of the death. An apology was offered and accepted.

Russell Hewton

Depute Assessor & ERO

26/04/2022