

# Customer Complaints Monitoring Report

## Annual Report 2020/21

This report covers the twelve month period from 1<sup>st</sup> April 2020 to 31<sup>st</sup> March 2021. This period was dominated with the global pandemic but DABVJB continued to operate throughout, albeit the demands for our services and our methods of service delivery varied throughout the year. Appendix 1 contains the Scottish Public Sector Ombudsman's Performance Indicators.

### What is a Complaint?

Dunbartonshire and Argyll & Bute Valuation Joint Board's definition of a complaint is:

'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' inquiries 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.

### **Complaints Received During 2020/21**

There were a total of 4 Complaints received during 2020/21. A decrease from 14 last year. All the complaints related to our Electoral Registration function.

### **Resolution of Complaints**

All complaints were resolved at the frontline resolution stage. All complaints were resolved on the day of receipt.

### **Referral to the Scottish Public Sector Ombudsman**

No complaints were referred to the Ombudsman.

### **Learning from Complaints**

The outcome of complaints are discussed at the regular management team meetings and any learning is implemented. There was only one complaint upheld this year and it concerned an incorrect email address. Our teams were reminded of the importance of checking these before using them.

### **Conclusion**

The number of complaints was lower than recent years. This year saw a change in the demands and the delivery of our services due to the global pandemic. The feedback from the complaints we received and also our customer satisfaction survey are invaluable in gauging the success in our response to the pandemic.

R Nicol

19<sup>th</sup> April 2021

# Appendix 1

## SPSO Performance Indicators

### **Indicator 1: Complaints Received per 1000 of population.**

**0.014**

### **Indicator 2: Closed complaints.**

The number of complaints closed at stage one as a percentage of all complaints: **100%**

The number of complaints closed at stage two as a percentage of all complaints: **0%**

The number of complaints closed at stage 2 after escalation as a percentage of all complaints: **0%**

### **Indicator 3: Complaints upheld, partially upheld and not upheld.**

The number of complaints upheld at stage one as % of all complaints closed at stage one: **25%**

The number of complaints not upheld at stage one as a percentage of all complaints closed at stage one: **75%**

The number of complaints partially upheld at stage one as a percentage of all complaints closed at stage one: **0%**

The number of complaints upheld at stage two as % of all complaints closed at stage two: **N/A**

The number of complaints not upheld at stage two as a percentage of all complaints closed at stage two: **N/A**

The number of complaints partially upheld at stage two as a percentage of all complaints closed at stage two: **N/A**

The number of escalated complaints upheld at stage two as % of all escalated complaints closed at stage two: **N/A**

The number of escalated complaints not upheld at stage two as a percentage of all escalated complaints closed at stage two: **N/A**

The number of escalated complaints partially upheld at stage two as a percentage of all escalated complaints closed at stage two: **N/A**

**Indicator 4: Average time in working days for a full response to complaints at each stage.**

Average time in working days to respond to complaints at stage one: **1 day**

Average time in working days to respond to complaints at stage two: **N/A**

Average time in working days to respond to complaints after escalation: **N/A**

**Indicator 5: Percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days.**

The number of complaints closed at stage one within 5 working days as % of total number of stage one complaints: **100%**

The number of complaints closed at stage two within 20 working days as % of total number of stage one complaints: **N/A**

The number of escalated complaints within 20 working days as % of total number of stage one complaints: **N/A**

**Indicator 6: Number of cases where an extension was authorised.**

The number of complaints closed at stage one where extension was authorised, as % all complaints at stage one: **0%**

The number of complaints closed at stage two where extension was authorised, as % all complaints at stage two: **N/A**

**Indicator 7: Customer satisfaction**

The statutory functions undertaken by the Assessor and Electoral Registration Officer are covered by a number of different appeal mechanisms, such as Non Domestic Valuation and Council Tax Appeals and some aspects of Electoral Registration. Representations under these are quite rightly not recorded as complaints. The resolution of these appeals can be confrontational or adversarial but, despite this, our staff have scored consistently highly for their professionalism and knowledge in our Customer Satisfaction Survey. The relatively low number of customer complaints does not lend itself to an analysis solely of these.

**Indicator 8: Learning from Complaints**

Reports of the number and type of complaints received are submitted to the management team at each meeting, normally held every 6 to 8 weeks with any trends being identified. Where the underlying cause of the complaint is not within the Assessor or ERO's power to resolve, for example the wording on forms produced by the Electoral Commission that the ERO is required to use, then this is fed back to the relevant organisation.