

# Learning from Complaints 2023/24

## Quarter 1

Complaints submitted	2
Complaints upheld	1
Complaints partially upheld	0
Complaints not upheld	1

A complaint was received due to lack of response to 2 emails. Following a phone call with the complainant, the complaint was withdrawn at front line resolution stage. The emails related to a Data Subject Access Request. This was missed due to a changeover of responsibility for such matters, coupled with annual leave. Processes are now back in place for these to be dealt with as a matter of course.

The second complaint was from a member of public who had an unpleasant experience while using our grounds. Although they believed the incident occurred with a member of our staff, the description provided did not allow us to identify the person involved, and therefore no further action could be taken. Our staff have since been issued with new ID badges and lanyards which they should wear while working.

## Quarter 2

Complaints submitted	2
Complaints upheld	1
Complaints partially upheld	0
Complaints not upheld	1

A complaint was received as a Canvass Review letter was forwarded to an electors new address from their previous address. This led to a Royal Mail surcharge of £2.50. After investigating the matter, it was concluded that we were correct to issue the Canvass Review letter but had used the wrong envelope which indicated important documents were inside.

The complaint was dealt with at first stage resolution and upheld. The customer was satisfied that we have taken their comments on board. A refund of £2.50 was sent by cheque and the issue resolved.

A second complaint was from an elector regarding their registration. The individual objected to having to select British as their nationality on their registration form. They viewed the absence of Scottish as an available option as racial discrimination.

Following a discussion, the complaint was dealt with at first stage resolution and the elector registered. Whilst not happy with the nationality issue it was accepted that there was nothing the ERO could do in the circumstances. The complaint was not upheld.

Darryl Rae  
Depute Assessor & ERO  
10/10/2023