

**THE HIGHLAND AND WESTERN ISLES VALUATION JOINT BOARD  
 QUARTERLY COMPLAINTS REPORT 1 SEPTEMBER 2023 – 30 NOVEMBER 2023**

The Highland & Western Isles Valuation Joint Board (HWIVJB) is committed to providing high quality customer services and we value complaints and use information from them to help us improve our services. In April 2021, the HWIVJB published its updated Model Complaints Procedure and under the requirements of the Scottish Public Sector Ombudsman quarterly reports on performance are circulated to the senior management team but also published on our website.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Further information on our complaints handling procedure can be found on our website (see [HWIVJB Complaints Procedure](#)).

**Key Performance Indicators**

Indicator 1 – the total number of complaints received

<b>Complaints received</b>	
Total number of complaints received at stage 1 (including escalated complaints)	4
Total number of complaints received in the period at stage 2	0
Total number of complaints received in the period	4

Indicator 2 – the number and percentages of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

<b>Complaints closed in full within set timescales</b>	
Total number of complaints closed in the period	3
Number of complaints closed at stage 1 within 5 working days	2
Number of complaints closed at stage 2 within 20 working days	1
Number of complaints closed after escalation within 20 day working days	0

Indicator 3 – the average time in working days for a full response to complaints at each stage

<b>Average time in working days for full response</b>	
Average time in working days to respond to complaints at stage 1	3 days

Average time in working days to respond to complaints at stage 2	19.5 days
Average time in working days to respond to complaints after escalation	0

Indicator 4 – the outcome of complaints at each stage

<b>Complaints Outcomes (upheld, partially upheld, not upheld or resolved) at stage 1 as a percentage of all complaints</b>	
Number of complaints upheld at stage 1	0
Number of complaints partially upheld at stage 1	1
Number of complaints not upheld at stage 1	1
Number of complaints resolved at stage 1	0
<b>Complaints Outcomes (upheld, partially upheld, not upheld or resolved) at Stage 2 as a percentage of all complaints</b>	
Number of complaints upheld at stage 2	0
Number of complaints partially upheld at stage 2	1
Number of complaints not upheld at stage 2	1
Number of complaints resolved at stage 2	0
<b>Complaints Outcomes (upheld, partially upheld, not upheld or resolved) after escalation as a percentage of all complaints</b>	
Number of complaints upheld after escalation	0
Number of complaints partially upheld after escalation	0
Number of complaints not upheld after escalation	0
Number of complaints resolved after escalation	0

**Lessons learnt from complaints handling**

Three of the complaints received related to electoral registration where correct legal procedures were followed by staff. One complaint was partially upheld due to standard wording on our review letter. This letter was amended accordingly. One complaint which was received in the period (20 November 2023) was closed down at Stage 2 in late December 2023. This response was outwith the period covered in this report however, it has been included in Indicator 3 and Indicator 4.

The fourth complaint related to a lack of response to enquiries from a council tax payer who was disputing the council tax band allocated to their house. An apology was provided in writing,

together with explanations in response to various questions asked by the complainer. The complainer expressed satisfaction in terms of the timely response to complaint, however, remained dissatisfied with some of the responses, stating that he intended to refer the case to the SPSO. At the time of writing, it is not known if referral to SPSO has happened. The banding appeal case took the normal course through the tribunals system. Processes relating allocation of cases and for members of staff reviewing such cases and responding to related enquiries were reviewed in order to prevent future occurrences.