



Dunbartonshire and Argyll & Bute  
Valuation Joint Board

## Learning from Complaints 2019/20

### Quarter 1

Complaints submitted: 7

Complaints upheld: 0

Outcome: All of the complaints received related to Electoral Registration. In each instance the complaint arose either because of actions that the complainant didn't take or could be resolved by the complainant taking some action.

### Quarter 2

Complaints submitted: 2

Complaints upheld: 0

Outcome: One complaint received concerned Electoral Registration and the requirement to complete both a Household Enquiry form and an Invitation to Register. Since the introduction of Individual Electoral Registration it is no longer possible for the ERO to add a name to the register on receipt of a Household Form and it is necessary for the applicant to complete an Invitation to Register. One complaint was received about a member of staff not making an appointment prior to visiting the premises, it was explained that this is not always possible and that if it was not convenient then an appointment would be made for the future, the complainant was satisfied with the response.

### Quarter 3

Complaints submitted: 4

Complaints upheld: 3

Outcome: All complaints related to Electoral Registration, the complaint that was not upheld concerned a European Elector who was unhappy about not being able to vote at the UK Parliamentary election. The upheld complaints related to, a complaint concerning a mailbox full message receive by an elector when trying to contact us, the importance of managing mailboxes was reiterated to all staff. One complaint related to an person who was asked for documentary evidence to prove her identity by email, it was agreed that this type of communication should go by post and one complaint was about an incorrect address on a poll card, this was corrected and the Returning Officer reissued a postal ballot.

#### **Quarter 4**

Complaints submitted: 1

Complaints upheld: 1

A letter was issued in an envelope that did not have prepaid postage and a stamp was not affixed. This meant that the recipient was required to go to collect the letter and was charged a fee by Royal Mail. An email and a letter of apology was issued along with reimbursement of the fee charged by Royal Mail.