**THE HIGHLAND AND WESTERN ISLES VALUATION JOINT BOARD**

**QUARTERLY COMPLAINTS REPORT 1 MARCH 2024 – 31 MAY 2024**

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](https://www.highland.gov.uk/info/20001/the_highland_and_western_isles_valuation_joint_board/461/the_highland_and_western_isles_valuation_joint_board/5)).

**Key Performance Indicators**

Indicator 1 – the total number of complaints received

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| **Complaints received** |
| Total number of complaints received at stage 1 (including escalated complaints) | 1 |
| Total number of complaints received in the period at stage 2 | 2 |
| Total number of complaints received in the period | 3 |

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

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| **Complaints closed in full within set timescales** |
| Total number of complaints closed in the period  | 2 |
| Number of complaints closed at stage 1 within 5 working days  | 1 |
| 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

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| **Average time in working days for full response** |
| Average time in working days to respond to complaints at stage 1  | 1 day |
| Average time in working days to respond to complaints at stage 2 | 16 days |
| Average time in working days to respond to complaints after escalation | 0 |

Indicator 4 – the outcome of complaints at each stage

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

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| Two complaints related to electoral registration with one being resolved at stage 1, the second being resolved at stage 2. The first complaint was made via e-mail. The e-mail was for the Highland Council Elections Team and whilst this was forwarded to the Elections Team, the elector was not notified of this action. This resulted in further correspondence with the ERO and an MSP becoming involved. This complaint was upheld due to failure by ERO staff advising the elector of action taken. This has been treated as a training issue with staff reminded of the importance of good communication. The second electoral complaint referred to the conduct of an electoral canvasser. An apology was made to the elector and the complaint was resolved.The last complaint related to Council Tax/Non-Domestic Rates. The complaint related to a ratepayer making a number of attempts to contact the Assessor to have a property transferred from Council Tax to Non-Domestic Rates. An apology was made that calls and e-mails had not been responded to. A review of current procedures is to be conducted to ensure that e-mails and telephone calls are logged for reference or recourse and providing of guidance to staff. This complaint was dealt with at stage 2 and was upheld. |