

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	1 June 2020
Report by:	Assistant Assessor and Electoral Registration Officer

Subject:	Monitoring of Complaints (1 April 2019 to 31 March 2020)
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1. Purpose of Report

1.1. The purpose of the report is to:-

Provide statistics and information on all complaints received by the Joint Board for the period 1 April 2019 to 31 March 2020.

2. Recommendation(s)

2.1. The Board is asked to approve the following recommendation(s):-

(1) that the content of the report be noted.

3. Background

3.1 Public authorities in Scotland were required to introduce a revised Complaints Handling Procedure (CHP), in line with guidance issued by the Scottish Public Services Ombudsman (SPSO), by 1 April 2013.

A report, dated 14 November 2012 on the introduction of a revised Complaints Handling Procedure (CHP) for Lanarkshire Valuation Joint Board (LVJB), was approved by the Joint Board at its meeting on 3 December 2012.

In line with the guidance issued, LVJB introduced a revised CHP, which was submitted to and approved by the SPSO, with effect from 1 April 2013.

3.2. The principal changes to the complaints procedure related to the introduction of:-

- a 2 stage procedure
- designated complaints handling employees
- quarterly reporting and publishing of all complaints received

The revised scheme consisted of the following documents:-

- a customer guide
- an employee guide
- a procedure document

Following the introduction of LVJB's revised Complaints Handling Procedure, a record of complaints is now reported to the quarterly Board meetings. Additionally members also receive a report covering information on complaints received by the Board on an annual basis.

4. Complaint Definition

4.1. The definition of a complaint is 'any expression of dissatisfaction about LVJB's action or lack of action, or about the standard of service provided by LVJB or on LVJB's behalf.' This does not, however, extend to complaints about the rateable value or banding of a property, or to the refusal to register an elector or grant a postal vote, since in all of these areas there are rights of appeal to independent judicial bodies. The data being collected on complaints received by the Joint Board is being categorised by:

- ◆ 'Upheld' (the complaint was upheld and action may be required as a result); 'partially upheld' (the complaint was partly upheld and some action may be required as a result); and 'not upheld' (no further action required)
- ◆ The reason for the complaint whether upheld or not
- ◆ Action taken as a result of upheld complaints
- ◆ Changes made or proposed to service delivery as a result of complaints received
- ◆ Equal opportunities monitoring of complaints

4.2. Other information gathered includes response times in line with adopted standards for dealing with complaints, together with information on the area of the Board's services where the complaint was received.

5. Complaints Received 2019/2020

5.1. During 2019/2020, a total of sixteen complaints were received in the period covered by this report. Three related to Council Tax, two related to Non-Domestic Rating, and eleven to Electoral Registration. In total, nine were classified as not having been upheld, four as partially upheld, and three as being upheld.

5.2. This is in comparison to 2018/2019 where a total of three complaints were received, with one relating to Council Tax, none relating to Non-Domestic Rating, and two relating to Electoral Registration. All were classified as not upheld.

5.3. The breakdown of complaints by service area for the period 2019/2020 is as follows:

Service	Total No	Upheld	Not Upheld	Partially Upheld
Council Tax	3	1	2	0
Non-Domestic	2	0	2	0
Electoral Registration	11	2	5	4
Total	16	3	9	4

5.4. There were no complaints relating to equal opportunities received during the period being reported on.

6. Complaints to the Ombudsman

- 6.1. One complaint proceeded to the Scottish Public Services Ombudsman (SPSO) during the year 2019/2020 which related to a Council Tax issue. Following a review of the complaint, the SPSO decided, as the Assessor's response was considered reasonable, not to take the complaint forward.

7. Employee Implications

- 7.1. For complaints where a member of staff has not followed office procedures, further training and emphasis on good customer care and good working practice is provided. Line managers are also reminded of their responsibility for proper staff and work supervision.

8. Financial Implications

- 8.1. None.

9 Other Implications

- 9.1. There are no implications for risk or sustainability in terms of the information contained in this report.

10. Equality Impact Assessment and Consultation Arrangements

- 10.1. This report does not introduce a new policy, function or strategy or recommend a change to existing policy, function or strategy and, therefore, no impact assessment is required.

- 10.2. There is no requirement for a consultation in respect of this report.

11. Privacy Impact Assessment

- 11.1. This report does not introduce a new policy, function or strategy or recommend a change to an existing policy, function or strategy and, therefore, no impact assessment is required.

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Assessor and Electoral Registration Officer

14 May 2020

Previous References

Report on Revised Complaints Handling Procedure approved 3 December 2012.

List of Background Papers

LVJB Complaints Procedure

Contact for Further Information

If you require further information, please contact:-

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