

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	5 June 2023
Report by:	Assistant Assessor and Electoral Registration Officer

Subject:	Monitoring of Complaints (1 April 2022 to 31 March 2023)
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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 2022 to 31 March 2023

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. Following the introduction of Lanarkshire Valuation Joint Board's revised Complaints Handling Procedure, in March 2013, 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.
- 3.2. The Scottish Public Sector Ombudsman (SPSO) further revised the Complaints Handling Procedure (CHP) effective from 1 April 2021. This was the subject of a report that was noted by the Board in March 2021 titled: LVJB's Revised Complaints Handling Procedure.
- 3.3. In March 2022, the SPSO refreshed the Key Performance Indicators (KPI's) Guidance and LVJB comply with the guidance therein.

4. Current Position

- 4.1. The definition of a complaint adopted 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 only 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. Summary

5.1. During 2022/2023 a total of nine complaints were received in the period covered by this report. Four related to Council Tax, one related to non-domestic, and four related to Electoral Registration. In total seven were classified as not having been upheld, and two were classified as having been upheld.

5.2. Learning points were taken from both instances where the complaint was upheld. In one case, the staff member was reminded of the importance of obtaining an accurate date of when the Council Tax subject was extended. In the other case, the importance of a prompt follow-up to a stakeholder to ensure the accuracy of the valuation roll was stressed to the staff member.

5.3. This is in comparison to 2021/2022 where a total of thirteen complaints were received. Three related to Council Tax and ten related to Electoral Registration, no Non-Domestic Rating complaints were received during the period. In total nine were classified as not having been upheld, one as partially upheld and three were classified as having been upheld.

5.4. The breakdown of upheld and not upheld complaints by service area for 2022/2023 is as follows:-

Service	Total No	Upheld	Not Upheld	Partially Upheld
Council Tax	4	1	3	0
Non-Domestic	1	1	0	0
Electoral Registration	4	0	4	0
Total	9	2	7	0

6. Complaints to the Ombudsman

6.1. One decision was received from the Scottish Public Services Ombudsman (SPSO) in the period 1 April 2022 to 31 March 2023. The complaint related to a Council Tax matter with the SPSO advising the complainant that their office has no role in the setting or assessment of Council Tax bands and that they are not a further route of appeal regarding the decision made by LVJB in this regard.

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.

8. Financial Implications

8.1. None.

9. Climate Change, Sustainability and Environmental Implications

9.1. There are no climate change, sustainability or environmental implications in terms of the information contained in this report.

10. Other Implications

10.1. There are no implications for risk in terms of the information contained in this report.

11. Equality Impact Assessment and Consultation Arrangements

11.1. 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.

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

12. Privacy Impact Assessment

12.1. 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.

Christine Maxwell BSc MRICS

Assistant Assessor and Electoral Registration Officer

23 May 2023

Previous References

- ◆ Report on Revised Complaints Handling Procedure approved 3 December 2012
- ◆ LVJB's Revised Complaints Handling Procedure noted 1 March 2021

List of Background Papers

- ◆ None

Contact for Further Information

If you would like to inspect the background papers or want further information, please contact:-

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