

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	27 June 2022
Report by:	Assessor and Electoral Registration Officer

Subject:	Monitoring of Complaints (1 April 2021 to 31 March 2022)
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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 Lanarkshire Valuation Joint Board (LVJB) for the period 1 April 2021 to 31 March 2022

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 LVJB'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 will, on data collected from 1 April 2022, 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 2021/2022 a total of thirteen complaints were received in the period covered by this report. Three related to Council Tax and ten related to Electoral Registration. In total nine were classified as not having been upheld, one as partially upheld and three were classified as having been upheld.

5.2. This is in comparison to 2020/2021 where a total of six complaints were received. Two related to Council Tax, three related to Non-Domestic Rating and one related to Electoral Registration. In total five were classified as not having been upheld, one as partially upheld and none were classified as having been upheld.

5.3. The breakdown of upheld and not upheld complaints by service area is as follows:

Service	Total No	Upheld	Not Upheld	Partially Upheld
Council Tax	3	1	2	0
Non-Domestic	0	0	0	0
Electoral Registration	10	2	7	1
Total	13	3	9	1

6. Complaints to the Ombudsman

6.1. No decisions on complaints were received by the Scottish Public Service Ombudsman for the period 1 April 2021 to 31 March 2022.

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.

Gary Bennett BSc MSc AEA (Cert-Scotland) MRICS IRRV (Hons)
Assessor and Electoral Registration Officer

9 June 2022

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 require further information, please contact:-

Gary Bennett, Assessor and Electoral Registration Officer

Phone: 01698 476078

E-mail: assessor@lanarkshire-vjb.gov.uk