

## TAYSIDE VALUATION JOINT BOARD



2021 – 22 Quarter 1 (April – June) Complaints

Please note that complaints are considered under TVJB’s two stage Complaints Handling Procedure (the CHP).

If you have any questions about these statistics, please contact the Assessor at [assessor@tayside-vjb.gov.uk](mailto:assessor@tayside-vjb.gov.uk) or on 01307 499910.

<b>Complaints received</b>	
Total number of complaints received in the period at Stage 1 (including escalated complaints)	8
Total number of complaints received in the period at Stage 2	2
Total number of complaints received in the period	10
<b>Number of Complaints At Each Stage Closed In Full Within Set Timescales of 5 and 20 Working Days</b>	
Total number of complaints closed in the period	10
Number of complaints closed at Stage 1 within 5 working days	8
Number of complaints closed at Stage 2 within 20 working days	2
Number of complaints closed after escalation within 20 day working days	n/a
<b>Percentage of Complaints At Each Stage Closed In Full Within Set Timescales of 5 and 20 Working Days</b>	
Percentage of complaints closed at Stage 1 within 5 working days	100%
Percentage of complaints closed at Stage 2 within 20 working days	100%
Percentage of escalated complaints closed within 20 working days	n/a
<b>Average Time in Working Days for A Full Response To Complaints</b>	
Average time in working days to respond to complaints at Stage 1	1.5 days
Average time in working days to respond to complaints at Stage 2	4 days
Average time in working days to respond to complaints after escalation	n/a

**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	62.5%
Number of complaints partially upheld at Stage 1	0%
Number of complaints not upheld at Stage 1	25%
Number of complaints resolved at Stage 1	12.5%

**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	n/a
Number of complaints partially upheld at Stage 2	n/a
Number of complaints not upheld at Stage 2	100%
Number of complaints resolved at Stage 2	n/a

**Complaints Outcomes (upheld, partially upheld, not upheld or resolved) after escalation as a percentage of all complaints**

Number of complaints upheld after escalation	n/a
Number of complaints partially upheld after escalation	n/a
Number of complaints not upheld after escalation	n/a
Number of complaints resolved after escalation	n/a

**Learning from Complaints**

A complaint trend was noted in respect of the time taken to respond to enquiries. Relevant staff were reminded of TVJB policy on acceptable response timeframes.

The process for dealing with all incoming mail has been reviewed and more robust checking procedures have been introduced.