

TAYSIDE VALUATION JOINT BOARD



2021 – 22 Quarter 2 (July - September) 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 or on 01307 499910.

Complaints received	
Total number of complaints received in the period at Stage 1 (including escalated complaints)	5
Total number of complaints received in the period at Stage 2	0
Total number of complaints received in the period	5
Number of Complaints At Each Stage Closed In Full Within Set Timescales of 5 and 20 Working Days	
Total number of complaints closed in the period	4
Number of complaints closed at Stage 1 within 5 working days	4
Number of complaints closed at Stage 2 within 20 working days	n/a
Number of complaints closed after escalation within 20 day working days	0
Percentage of Complaints At Each Stage Closed In Full Within Set Timescales of 5 and 20 Working Days	
Percentage of complaints closed at Stage 1 within 5 working days	80%
Percentage of complaints closed at Stage 2 within 20 working days	n/a
Percentage of escalated complaints closed within 20 working days	0%
Average Time in Working Days for A Full Response To Complaints	
Average time in working days to respond to complaints at Stage 1	2.5 days
Average time in working days to respond to complaints at Stage 2	n/a
Average time in working days to respond to complaints after escalation	27 days

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	25%
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	75%

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	n/a
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	100%
Number of complaints resolved after escalation	n/a

Learning from Complaints

A complaint trend was noted in respect of the annual canvass email communication originating from a gov.uk domain and not the ERO. Staff were able to offer advice and reassurance relating to the revised canvass procedures and also the wording of the email communication was altered to include appropriate thankful text.