

## TAYSIDE VALUATION JOINT BOARD



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| 2021 – 22 Quarter 4 (January - March) Complaints |
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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)               | 1     |
| Total number of complaints received in the period at Stage 2  | 0     |
| Total number of complaints received in the period   | 1     |
| <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   | 1     |
| Number of complaints closed at Stage 1 within 5 working days  | 1     |
| Number of complaints closed at Stage 2 within 20 working days   | n/a   |
| 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   | n/a   |
| 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 day |
| 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                                      | 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           | n/a  |
| Number of complaints partially upheld at Stage 1 | n/a  |
| Number of complaints not upheld at Stage 1       | n/a  |
| Number of complaints resolved at Stage 1         | 100% |

**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       | n/a |
| Number of complaints resolved after escalation         | n/a |

**Learning from Complaints**

The style of letters issued has been altered to avoid assumption of gender identity, where possible.