**TAYSIDE VALUATION JOINT BOARD**

2023 – 24 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 or on 01307 499910.

|  |  |
| --- | --- |
| **Complaints received** | |
| 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 |
| **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 | 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 |
| **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 | 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 |
| **Average Time in Working Days for A Full Response To Complaints** | |
| 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** | |
| Reminder to staff to make contact at an early stage in the Council Tax banding enquiry/proposal process. | |