

TAYSIDE VALUATION JOINT BOARD



2023 – 24 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)	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, at times of high workload demands, such as the annual self-catering audit, to make contact at an early stage to explain reasons for delay in processing amendments.