

**TAYSIDE VALUATION JOINT BOARD**



2024 – 25 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](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)	4
Total number of complaints received in the period at Stage 2	0
Total number of complaints received in the period	4
<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	4
Number of complaints closed at Stage 1 within 5 working days	3
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	75%
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	3.5 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	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**

No specific learning outcomes or requirement to review procedures arose from the nature of the complaints received during this reporting quarter.