

TAYSIDE VALUATION JOINT BOARD



2025 – 26 Annual Complaints Report

This report covers the twelve month period from 1st April 2025 to 31st March 2026.

TVJB continues to maintain service delivery for all three functions of Electoral Registration, Non-Domestic Rating and Council Tax via a hybrid of home and office working.

This is an arrangement which has subsisted since the Covid-19 pandemic when working practices were adapted for remote working and office visits by the public were on an appointment only basis.

However, since the announcement of the UK Parliamentary Election, in May 2024, both divisional offices have remained fully re-opened to the public between 0845 and 1700 Monday to Friday, with no requirement for an appointment.

What is a complaint?

TVJB regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf. Complaints are considered under TVJB's two stage Complaints Handling Procedure.

A complaint may include:

- failure or refusal to provide a service
- inadequate quality or standard of service, or an unreasonable delay in providing a service
- dissatisfaction with one of our policies or its impact on the individual
- failure to properly apply law, procedure or guidance when delivering services
- failure to follow the appropriate administrative process
- conduct, treatment by or attitude of a member of staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves); or
- disagreement with a decision, (except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector).

A complaint is not:

- a routine first-time request for a service
- a request for compensation only
- issues that are in court or have already been heard by a court or a tribunal (if you decide to take legal action, you should let us know as the complaint cannot then be considered under this process)
- disagreement with a decision where there is a statutory procedure for challenging that decision (such as for freedom of information and subject access requests), or an established appeals process followed throughout the sector
- a request for information under the Data Protection or Freedom of Information (Scotland) Acts
- a grievance by a staff member or a grievance relating to employment or staff recruitment
- a concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern)
- an attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision
- abuse or unsubstantiated allegations about our organisation or staff where such actions would be covered by our Unacceptable Actions Guidelines ; or
- a concern about the actions or service of a different organisation, where we have no involvement in the issue (except where the other organisation is delivering services on our behalf)

Complaints Trends:

7 complaints were received during 2025/26:

- 4 relating to our electoral function
- 1 related to non-domestic rating
- 2 related to HQ / Governance function, and
- 0 related to council tax.

The attached Appendix, as required by the Scottish Public Sector Ombudsman, details the number/percentage of complaints closed at each stage, the average time in working days to issue a full response and the complaint outcomes at each stage.

No complaints were referred to the Scottish Public Sector Ombudsman during 2025/26.

Actions To Improve Service Delivery:

Complaint outcomes are reported to the TVJB Governance Working Group and the TVJB Management Team. Learning outcomes are discussed and actions are agreed to improve service delivery.

33.33% of Stage 1 complaints were partially upheld, 16.67% were not upheld and a further 50% of Stage 1 complaints were resolved during 2025/26, with the following actions taken to improve service delivery:

- The practice of requesting NI numbers at the application stage of the recruitment process is no longer in place, in order to align with Dundee City Council, and any future TVJB advertised vacancies will not include this request.
- Management team reviewed the TVJB website signposting with regards to the submission of Freedom of Information requests.

APPENDIX: SPSO Key Performance Indicators

| Indicator One: Complaints received | |
|--|----------|
| Total number of complaints received in the period at Stage 1 (including escalated complaints) | 7 |
| Total number of complaints received in the period at Stage 2 | 0 |
| Total number of complaints received in the period | 7 |
| Indicator Two: 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 | 7 |
| Number of complaints closed at Stage 1 within 5 working days | 4 |
| Number of complaints closed at Stage 2 within 20 working days | 0 |
| Number of complaints closed after escalation within 20 day working days | 0 |
| Indicator Two: 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 | 66.67% |
| Percentage of complaints closed at Stage 2 within 20 working days | n/a |
| Percentage of escalated complaints closed within 20 working days | 0% |
| Indicator Three: Average Time in Working Days for A Full Response To Complaints | |
| 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 | 24 days |

Indicator Four: 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 | 0% |
| Number of complaints partially upheld at Stage 1 | 28.57% |
| Number of complaints not upheld at Stage 1 | 14.29% |
| Number of complaints resolved at Stage 1 | 42.85% |

Indicator Four: Complaints Outcomes (upheld, partially upheld, not upheld or resolved) at Stage 2 as a percentage of all complaints

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|--|-----|
| 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 |

Indicator Four: 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 | 14.29% |
| Number of complaints resolved after escalation | n/a |