

TAYSIDE VALUATION JOINT BOARD



2025 – 26 Quarter 4 (January - March) 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	n/a
Number of complaints closed at Stage 1 within 5 working days	n/a
Number of complaints closed at Stage 2 within 20 working days	n/a
Number of complaints closed after escalation within 20 day working days	0
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	n/a
Percentage of complaints closed at Stage 2 within 20 working days	n/a
Percentage of escalated complaints closed within 20 working days	0%
Average Time in Working Days for A Full Response To Complaints	
Average time in working days to respond to complaints at Stage 1	n/a
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

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	n/a
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	100%
Number of complaints resolved after escalation	n/a
Learning from Complaints	
<p>No specific learning outcomes or requirement to review procedures arose from the nature of the communication received during the quarter. Although the communication requested to be treated as a complaint, it could not be dealt with through the complaints handling procedure as there is a statutory procedure and established proposals/appeals process to be followed.</p>	