



SPSO Performance Indicators for Ayrshire Valuation Joint Board Model Complaints Handling Procedure

2016/17

| SPSO Indicator | | Detail | No. of Complaints Per 1,000 of population | No. of Complaints | As a % Of all Complaints | Working Days |
|----------------|-------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------|--------------------------|--------------|
| 1 | No. of Complaints received per 1,000 of population | Estimated Population* 370,560 (* Mid-2016 Population Estimates Scotland – National Records of Scotland) | 0.032 | 12 | | |
| 2 | Complaints Closed at Stage 1 and Stage 2 as percentage of all Complaints closed | No. of Complaints closed at Stage 1 | | 11 | 92% | |
| | | No. of Complaints closed at Stage 2 | | 1 | 8% | |
| | | No. of Complaints closed at Stage 2 after escalation | | 0 | | |
| 3 | No. of Complaints upheld/partially upheld/not upheld at each stage as a percentage of Complaints Closed in full at each stage | No. of Complaints upheld at Stage 1 as a percentage of all Complaints closed at stage 1 | | 1 | 9% | |
| | | No. of Complaints not upheld at Stage 1 as a percentage of all Complaints closed at stage 1 | | 6 | 55% | |
| | | No. of Complaints partially upheld at Stage 1 as a percentage of all Complaints closed at stage 1 | | 4 | 36% | |
| | | No. of Complaints upheld at Stage 2 as a percentage of all Complaints closed at stage 2 | | 0 | | |
| | | No. of Complaints not upheld at Stage 2 as a percentage of all Complaints closed at stage 2 | | 1 | 100% | |
| | | No. of Complaints partially upheld at Stage 2 as a percentage of all Complaints closed at stage 2 | | 0 | | |
| | | No. of escalated Complaints upheld at Stage 2 as % of all escalated Complaints closed at Stage 2 | | 0 | | |
| | | No. of escalated Complaints not upheld at Stage 2 as % of all escalated Complaints closed at Stage 2 | | 0 | | |
| | | No. of escalated Complaints partially upheld at Stage 2 as % of all escalated Complaints closed at Stage 2 | | 0 | | |
| 4 | Average time in working days for a full response to Complaints at each Stage | Average Time in working days to respond to Stage 1 | | 11 | | 3.55 |
| | | Average Time in working days to respond to Stage 2 | | 1 | | 19 |

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|----------------|-----------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|-------------------|--------------------------|--------------|
| | | Average Time in working days to respond to after escalation | | 0 | | |
| 5 | No. and percentage of Complaints at each stage which were closed in full within the set timescales of 5 and 20 working days | No. of Complaints closed at Stage 1 within 5 working days as a % of total number of Stage 1 Complaints | | 11 | 100% | |
| | | No. of Complaints closed at Stage 2 within 20 working days as a % of total number of Stage 2 Complaints | | 1 | 100% | |
| | | No. of escalated Complaints closed within 20 working days as a % of total number of escalated Stage 2 Complaints | | 0 | | |
| 6 | Number of cases where an extension is authorised | No. of Complaints closed at Stage 1 where extension was authorised as % of all Complaints at Stage 1 | | 0 | | |
| | | No. of Complaints closed at Stage 2 where extension was authorised as % of all Complaints at Stage 2 | | 0 | | |

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| 7 | A statement to report customer satisfaction with the Complaints Service provided | Access to the CHP | <p>As reported in previous years, all three of our functions are heavily prescribed by legislation and therefore have inherent rights of appeal. It is therefore correct not to consider these appeal rights as part of the Model CHP. However, it is inevitable that some cross-over between our formal complaints procedure and the statutory right of appeal embedded in our core functions will occur.</p> <p>The nature of these appeals are naturally confrontational and adversarial thus leading to difficulties reconciling the outcome of a statutory right of appeal and a customer's satisfaction.</p> <p>The average time to deal with a complaint at Stage 1 was 3.55 days, a decrease from 3.87 days in 2015/16 and well within the target of 5 days. It is encouraging to note that all complaints dealt with at Stage 1 were dealt with within the target of 5 days. This was encouraging given the pressures staff were working under due to budget cuts and increased workloads etc.</p> <p>The one complaint dealt with at Stage 2 was dealt with in 19 days and within the target of 20 days.</p> <p>We continue to strive to improve our Customer Complaints and Customer Satisfaction processes amidst limited and scarce resources.</p> |
| | | The way in which they were treated by Board staff, for example in relation to professionalism, friendliness, politeness, courtesy, communication style etc. | |
| | | Empathy, for example understanding the customer's perspective | |
| | | Doing what we said we would do, for example meeting timescales and providing updates | |
| | | The clarity of the decision and the basis for reaching that decision | |
| 8 | Learning from Complaints | How often reports go to Senior Management | <p>Reports on the number and types of complaints are submitted to every Management Team Meeting which, during the period of this report, were held on a 4 weekly basis. Any trends and concerns are identified and discussed.</p> <p>After each Management Meeting Bullet & Action Points are distributed to all staff. Further information on customer complaints are also cascaded to all staff during team briefings which are held shortly after each Management Meeting.</p> <p>Most staff have been trained in complaints handling and the</p> |
| | | How often Complaint outcomes, trends and actions taken are published together with a summary of information communicated to customers | |
| | | Number of Services changes, improved or withdrawn as a result of Complaints together with a description of the actions taken | |
| | | Action to reduce the risk of recurrence | |

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| | Action taken to ensure that staff members all learn from Complaints | <p>SPSO's Model Complaints Procedure.</p> <p>Due to pressures of work, refresher training has, so far, not been possible. We recognise this is an area that requires improvement.</p> <p>Minutes of Management Meetings are made available to all staff via our Intranet Site and are also posted on our website.</p> <p>A customer facing information leaflet is made available to all visitors to our office and is also available on our website.</p> <p>On an annual basis a report is prepared for Elected Members of the Board outlining the complaints received and their outcomes.</p> <p>If a serious or fundamental issue is identified whilst dealing with a complaint the reasons for the complaint, our findings and the changes that need to be implemented would be immediately cascaded to all staff via team briefings, all staff e-mails, Minutes, one-to-one discussions with Line Managers/Supervisors.</p> <p>The following are just some of the learning outcomes that have become apparent during this year whilst operating the Model CHP;</p> <ol style="list-style-type: none"> 1. Several of our complaints were directly related to the shortened timetable for the last General Election. In conjunction with various partners every effort was taken to accommodate timetabling issues but, in some instances, the calling of a snap General Election could not avoid anger, frustration and therefore a complaint. 2. All staff have been extremely busy and, with limited resources, prioritisation of work was required. With statutory deadlines on certain aspects of our work it was inevitable that certain areas of our service delivery fell behind. We accept that all stakeholders have high expectations of our service delivery but the reality is that not all functions can be delivered when resources are limited and work pressures are extreme. |

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| | | <p>We are constantly reviewing our working practices with the aim of a more efficient and effective service delivery. This has been a common complaint in the past and is one we are doing all we can with whilst resources are continuing to be squeezed.</p> <p>3. The retrospective increasing of a dwellings Council Tax band is an emotive and costly issue. We recognise this and in an effort to address this we have changed our procedures in this service area and committed more resources to it. However, this will inevitably lead to reduction in service provision elsewhere. We have also recently introduced a performance target in this area. Some evidence of improvement is starting to become apparent, we will continue to closely monitor this area of our business.</p> |