



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

1st September 2019 – 31st March 2021 (18 months)

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)	0.027	10		
2	Complaints Closed at Stage 1 and Stage 2 as percentage of all Complaints closed	No. of Complaints closed at Stage 1		6	60%	
		No. of Complaints closed at Stage 2		1	10%	
		No. of Complaints closed at Stage 2 after escalation		3	30%	
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				
		No. of Complaints not upheld at Stage 1 as a percentage of all Complaints closed at stage 1		5	83%	
		No. of Complaints partially upheld at Stage 1 as a percentage of all Complaints closed at stage 1		1	17%	
		No. of Complaints upheld at Stage 2 as a percentage of all Complaints closed at stage 2				
		No. of Complaints not upheld at Stage 2 as a percentage of all Complaints closed at stage 2				
		No. of Complaints partially upheld at Stage 2 as a percentage of all Complaints closed at stage 2		1	100%	
		No. of escalated Complaints upheld at Stage 2 as % of all escalated Complaints closed at Stage 2				
		No. of escalated Complaints not upheld at Stage 2 as % of all escalated Complaints closed at Stage 2		3	100%	
		No. of escalated Complaints partially upheld at Stage 2 as % of all escalated Complaints closed at Stage 2				
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		6		9 (see note below)
		Average Time in working days to respond to Stage 2		1		6
		Average Time in working days to respond to after escalation		3		16

SPSO Indicator		Detail	No. of Complaints Per 1,000 of population	No. of Complaints	As a % Of all Complaints	Working Days
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		5	83%	
		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		3	100%	
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				
		No. of Complaints closed at Stage 2 where extension was authorised as % of all Complaints at Stage 2				

SPSO Indicator	Detail	Answer
7	<p>A statement to report customer satisfaction with the Complaints Service provided</p>	<p>Access to the CHP</p> <p>The way in which they were treated by Board staff, for example in relation to professionalism, friendliness, politeness, courtesy, communication style etc.</p> <p>Empathy, for example understanding the customer's perspective</p> <p>Doing what we said we would do, for example meeting timescales and providing updates</p> <p>The clarity of the decision and the basis for reaching that decision</p> <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.</p> <p>The average time to deal with a complaint at Stage 1 was 9 days, however, one of those complaints was received just after the outbreak of the Coronavirus pandemic. This complaint was received via Royal Mail when our office was closed. The complainer did not make any attempt to notify us of the submission of a complaint. The complaint was not discovered until almost 38 days after receipt. It was responded to very quickly after being discovered. If this one complaint is removed from the calculation of working days to respond to a Stage 1 complaint, our average response would be 2.4 days.</p> <p>All complaints dealt with at stage 2 were dealt with within the 20 day time limit.</p> <p>One complaint concerned a delay in the processing of a change to an entry in the Valuation Roll. After explaining that the change was given to us very close to the financial year end when other critical procedures were underway on behalf of the three billing authorities, the complainer accepted the explanation, particularly when it was explained that the delay would be corrected and backdated.</p> <p>One complaint resulted in potential conflict with an Electors neighbour. Whilst we have no control over the actions and behaviour of a third party, we did accept that we were partially to blame by issuing correspondence with an ambiguous address. We apologised and immediately corrected the error.</p> <p>We continue to take Customer Complaints and Customer Satisfaction very seriously.</p>
8	<p>Learning from Complaints</p>	<p>How often reports go to Senior Management</p> <p>How often Complaint outcomes, trends and actions taken are published together with a summary of information communicated to customers</p> <p>Number of Services changes, improved or withdrawn as a result of Complaints together with a description of the actions taken</p> <p>Action to reduce the risk of recurrence</p> <p>Action taken to ensure that staff members all learn from Complaints</p> <p>Reports on the number and types of complaints are submitted to every Corporate Governance Forum and Management Team Meeting. 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 SPSO's Model Complaints Procedure. With the introduction of a new Model Complaints Procedure in April 2021, refresher training to existing members of staff and any new colleagues is essential and will be delivered as soon as possible.</p> <p>Basic information on Complaints Handling is still included in the Staff Induction Packs issued to all new colleagues. All staff know to seek help and advice if required when dealing with a complaint.</p> <p>Minutes of Management Meetings are made available to all staff via our Intranet Site and are posted on our website.</p>

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		<p>We still have a customer facing information leaflet available to all visitors to our office, although in the past 15 months this has in ineffectual, it will become important again once we re-open our office to the general public.</p> <p>On an annual basis a report is prepared for Elected Members of the Board outlining the complaints received and their outcomes. The frequency of reporting will increase to quarterly and annually under the new Model Complaints procedure.</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 the past 18 months whilst operating the Model CHP:</p> <ol style="list-style-type: none"> 1. The accuracy and quality of addressing information must be checked prior to issue. 2. Two of our complaints, in our Council Tax service, concerned the length of time to provide a service. As reported in previous years, all staff remain extremely busy and with limited resources, prioritisation of work has been necessary. With very strict statutory deadlines on certain aspects of our work it was inevitable that certain areas of our service delivery will fall 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. 3. One complaint received was not acted upon for 41 days. This involved a unique set of circumstances related to the Coronavirus pandemic. Whilst it is a one-off, staff have been reminded to be aware of the timescales surrounding dealing with complaints. 4. One complaint involved an Electors treatment by a credit reference agency. The data supplied by AVJB was found to be correct and the source of the problem was traced back to the Elector and how they provided us with relevant information. Treatment by a third party is outwith the control of AVJB.