



AGENDA ITEM 7

CENTRAL SCOTLAND VALUATION JOINT BOARD

Subject: Complaints Handling Procedure
Meeting: Central Scotland Valuation Joint Board
Date: 21st March, 2014
Author: Peter Wildman, Assessor & Electoral Registration Officer (Acting)

1.0 Introduction

The Public Services Reform (Scotland) Act 2010 gave the Scottish Public Services Ombudsman (SPSO) the authority to lead the development of simplified and standardised complaints handling procedures across the public sector.

The SPSO has produced a Model Complaints Handling Procedure. The Board's existing procedure has now been revised to meet the model basis for Local Authorities.

2.0 Background

The existing complaints procedure was approved by the Valuation Joint Board at the meeting of 25 January 2006. Since then the SPSO introduced its Model Complaints Handling Procedure for Local Authorities. Whilst the Board at this point in time is not legally required to adopt the Model Complaints Handling Procedure, it is recognised good practice for the Board's procedure to fit the Model Procedure.

Therefore a revised procedure has been produced that meets the Model Procedure

It should be noted that the procedure does not cover complaints against the actual valuation of properties or entries in the Register of Electors as there are statutory appeals mechanisms in place to deal with these.

3.0 New Complaints Procedure

The new procedure is based on the Model Procedure and is attached as Appendix 1 of this report. The customer complaints information leaflet is attached as Appendix 2. The procedure will need to be submitted to the SPSO for formal recognition but as it is directly based on a template used by other Valuation Joint Boards that has already been approved by the SPSO it is not envisaged that there will be any difficulties in obtaining recognition

4.0 Making the procedure available

Copies of the customer information leaflet will be available in the reception area of Hillside House and a copy of the procedure in full will also be available. Copies of both documents will be available on our website www.saa.gov.uk/central .

5.0 Recommendation

I ask that the Board approves the new complaints procedure and notes that it will be submitted to the SPSO for formal recognition

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Peter Wildman

Appendix 1 - New Complaints Procedure
Appendix 2 - Customer Information Leaflet