



REPORT TO: Grampian Valuation Joint Board on 5 February 2021

SUBJECT: Governance

BY: The Assessor & ERO

1. Reason for Report

1.1 To update on policy reviews with particular reference to the complaints handling procedure.

2. Recommendation

2.1 **The Board consider and approve the revised policy review schedule and the revised complaints handling procedure.**

3. Background

3.1 The Board's policies are subject to scheduled reviews to ensure that they remain up-to-date in terms of legislative requirements, good practice and operational relevance.

3.2 The impact of the pandemic on the business as usual activities of the Assessor & ERO and the supporting services that the Assessor relies upon have been significant with considerable resources diverted into pandemic response activities.

3.3 The Scottish Public Services Ombudsman has revised the local authority model complaints handling procedure that all local authorities are obliged to adopt.

4. Review outcomes

4.1 The review schedule provided on 5 February 2020 has been revised to reflect the impact on resource availability during the current pandemic. The revised schedule is provided in Appendix 1.

- 4.2 The current complaints handling procedure was implemented in 2016 and followed the SPSO model complaints handling scheme that applied at that time. It is scheduled for review during 2021.
- 4.3 The SPSO updated and published a revised and expanded version of the local authority complaints handling procedure in January 2020. Local authorities are required to update their complaint handling procedures to align with the new SPSO version by 1 April 2021.
- 4.4 The proposed revised procedure and supporting guidance that follows the SPSO advice is provided in Appendices 2, 3 4, and 5.

5.0 Conclusion

- 5.1 The Board's policy review schedule seeks to ensure that the policies remain up to date and relevant based on the Board's priorities. This programme has been revised to reflect current resource availability due to the pandemic.
- 5.2 The outcome of the review of the Complaints Handling Procedure is provided for consideration.

Author of Report: Ian H Milton