

## **Orkney & Shetland Valuation Joint Board**

### **Learning From Complaints - Quarterly Report 2023-2024**

This report covers the twelve-month period from 1st April 2023 to 31st March 2024.

#### **Quarter 1 - 1 April 2023 to 30 June 2023**

#### **SPSO Performance Indicators**

**Total Number of Complaints Received** which includes the number of complaints received at Stage 1 (this includes escalated complaints, as they were first received at Stage 1), and the number of complaints received directly at Stage 2: Nil

<b>Stage 1 Complaints</b>						
The total number of Stage 1 complaints						Nil
Number of complaints closed in full within 5 working days						N/A
Percentage of complaints closed in full within 5 working days						N/A
Stage 1 - response in 5 working days						N/A
Average number of working days to respond						N/A
Number escalated to Stage 2						N/A
Outcome of Stage 1 Complaints						
resolved/upheld/partially upheld/not upheld						N/A

<b>Escalated Complaints</b>	Nil	
Number of complaints closed in full within 20 working days	N/A	
Percentage of complaints closed in full within 20 working days	N/A	
Average number of working days to respond	N/A	
Outcome of Escalated Complaints		
resolved/upheld/partially upheld/not upheld	N/A	

<b>Stage 2 Complaints</b>	
The total number of Stage 2 Complaints	Nil
Number of Complaints closed in full within 20 working days	N/A
Percentage of Complaints closed in full within 20 working days	N/A
Stage 2 response within 20 working days	N/A
Average number of working days to respond	N/A
Outcome of Stage 2 Complaints	
resolved/upheld/partially upheld/not upheld	N/A

## Quarter 2 - 1 July 2023 to 30 September 2023

### SPSO Performance Indicators

**Total Number of Complaints Received** which includes the number of complaints received at Stage 1 (this includes escalated complaints, as they were first received at Stage 1), and the number of complaints received directly at Stage 2: Nil

<b>Stage 1 Complaints</b>						
The total number of Stage 1 complaints						Nil
Number of complaints closed in full within 5 working days						N/A
Percentage of complaints closed in full within 5 working days						N/A
Stage 1 - response in 5 working days						N/A
Average number of working days to respond						N/A
Number escalated to Stage 2						N/A
Outcome of Stage 1 Complaints						
resolved/upheld/partially upheld/not upheld						N/A

<b>Escalated Complaints</b>						Nil	
Number of complaints closed in full within 20 working days						N/A	
Percentage of complaints closed in full within 20 working days						N/A	
Average number of working days to respond						N/A	
Outcome of Escalated Complaints							
resolved/upheld/partially upheld/not upheld						N/A	

<b>Stage 2 Complaints</b>						
The total number of Stage 2 Complaints						Nil
Number of Complaints closed in full within 20 working days						N/A
Percentage of Complaints closed in full within 20 working days						N/A
Stage 2 response within 20 working days						N/A
Average number of working days to respond						N/A
Outcome of Stage 2 Complaints						
resolved/upheld/partially upheld/not upheld						N/A

## Quarter 3 - 1 October 2023 to 31 December 2023

### SPSO Performance Indicators

**Total Number of Complaints Received** which includes the number of complaints received at Stage 1 (this includes escalated complaints, as they were first received at Stage 1), and the number of complaints received directly at Stage 2: Nil

<b>Stage 1 Complaints</b>						
The total number of Stage 1 complaints						Nil
Number of complaints closed in full within 5 working days						N/A
Percentage of complaints closed in full within 5 working days						N/A
Stage 1 - response in 5 working days						N/A
Average number of working days to respond						N/A
Number escalated to Stage 2						N/A
Outcome of Stage 1 Complaints						
resolved/upheld/partially upheld/not upheld						N/A

<b>Escalated Complaints</b>						Nil	
Number of complaints closed in full within 20 working days						N/A	
Percentage of complaints closed in full within 20 working days						N/A	
Average number of working days to respond						N/A	
Outcome of Escalated Complaints							
resolved/upheld/partially upheld/not upheld						N/A	

<b>Stage 2 Complaints</b>						
The total number of Stage 2 Complaints						Nil
Number of Complaints closed in full within 20 working days						N/A
Percentage of Complaints closed in full within 20 working days						N/A
Stage 2 response within 20 working days						N/A
Average number of working days to respond						N/A
Outcome of Stage 2 Complaints						
resolved/upheld/partially upheld/not upheld						N/A

### Conclusion

While no complaints were received during Quarter's 1 to 3 in 2023-2024 any feedback from our customers is noted to ensure the Board is continuously looking for ways to improve service delivery.

Robert Eunson

Assessor & Electoral Registration Officer

January 2024