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

Stage 1 Complaints				
The total number of Stage 1 co	omplaints			Nil
Number of complaints closed	in full with	in 5 workin	g days	N/A
Percentage of complaints clos	ed in full w	ithin 5 wor	king days	N/A
Stage 1 - response in 5 workin	g days			N/A
Average number of working d	ays to respo	ond		N/A
Number escalated to Stage 2				N/A
Outcome of Stage 1 Complain	ts			
resolved/upheld/partially upl	held/not up	held		N/A

Escaleted 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
Average number of working days to respond	N/A
Outcome of Escalated Complaints	
resolved/upheld/partially upheld/not upheld	N/A

Stage 2 Complaints	
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/updeld/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

Stage 1 Complaints					
The total number of	Stage 1 co	mplaints			Nil
Number of complain	ts closed i	n full with	n 5 workin	g days	N/A
Percentage of compl	aints close	ed in full w	ithin 5 wor	king days	N/A
Stage 1 - response in	5 working	days			N/A
Average number of v	vorking da	ys to respo	ond		N/A
Number escalated to	Stage 2				N/A
Outcome of Stage 10	Complaints	S			
resolved/upheld/pai	rtially uph	eld/not up	held		N/A

Escaleted 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	
Average number of working days to respond	N/A	
Outcome of Escalated Complaints		
resolved/upheld/partially upheld/not upheld	N/A	

Nil
N/A
N/A
N/A
N/A
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

ige 1 comp	olaints				Nil
closed in f	ull with	in 5 workin	ig days		N/A
nts closed	in full w	ithin 5 wor	king days		N/A
working da	ays				N/A
rking days	to resp	ond			N/A
age 2					N/A
nplaints					
ally uphelo	d/not up	held			N/A
	closed in f nts closed working da rking days tage 2 mplaints	nts closed in full w working days rking days to respo tage 2 mplaints	closed in full within 5 workin nts closed in full within 5 wor working days rking days to respond tage 2	closed in full within 5 working days nts closed in full within 5 working days working days rking days to respond tage 2 mplaints	closed in full within 5 working days nts closed in full within 5 working days working days rking days to respond tage 2 mplaints

Escaleted 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
Average number of working days to respond	N/A
Outcome of Escalated Complaints	
resolved/upheld/partially upheld/not upheld	N/A

Stage 2 Complaints	
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/updeld/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