Orkney & Shetland Valuation Joint Board

Learning From Complaints - Quarterly Report 2024-2025

This report covers the twelve-month period from 1st April 2024 to 31st March 2025.

Quarter 1 - 1 April 2024 to 30 June 2024

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 2024 to 30 September 2024

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 withi	n 5 workin	g days	N/A
Percentage of compl	aints close	d in full w	ithin 5 wor	king days	N/A
Stage 1 - response in	5 working	days			N/A
Average number of v	working da	ys to respo	ond		N/A
Number escalated to	Stage 2				N/A
Outcome of Stage 1	Complaints	5			
resolved/upheld/pa	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	

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 3 - 1 October 2024 to 31 December 2024

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 complaint	S		Nil
Number of complaints clo	sed in full w	ithin 5 workir	ng days	N/A
Percentage of complaints	closed in ful	l within 5 wo	rking days	N/A
Stage 1 - response in 5 wo	orking days			N/A
Average number of worki	ng days to re	spond		N/A
Number escalated to Stag	ge 2			N/A
Outcome of Stage 1 Comp	olaints			
resolved/upheld/partially	y upheld/not	upheld		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 3 - 1 October 2024 to 31 December 2024

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 complaint	S		Nil
Number of complaints clo	sed in full w	ithin 5 workir	ng days	N/A
Percentage of complaints	closed in ful	l within 5 wo	rking days	N/A
Stage 1 - response in 5 wo	orking days			N/A
Average number of worki	ng days to re	spond		N/A
Number escalated to Stag	ge 2			N/A
Outcome of Stage 1 Comp	olaints			
resolved/upheld/partially	y upheld/not	upheld		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

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

Conclusion

While no complaints were received during Quarter 1 to Quarter 4 in 2024-2025 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

April 2025