

Orkney & Shetland Valuation Joint Board

Learning From Complaints - Quarterly Report 2025-2026

This report covers the twelve-month period from 1st April 2025 to 31st March 2026.

Quarter 3 - 1 September 2025 to 31 December 2025

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: One

Stage 1 Complaints	
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

Escalated Complaints	
Number of escalated 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	1
Number of complaints closed in full within 20 working days	1
Percentage of complaints closed in full within 20 working days	100%
Stage 2 response within 20 working days	1
Average number of working days to respond	18
Outcome of Stage 2 complaints:	
Resolved/upheld/partially upheld/not upheld	Not upheld

Conclusion

While one complaint was received during Quarter 3 in 2025-2026 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

March 2026