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

| age 1 con | nplaints | | | | Nil |
|------------|---|--|---|---|---|
| closed in | full with | in 5 workin | g days | | N/A |
| nts closed | d in full w | ithin 5 wor | king days | | N/A |
| working | days | | | | N/A |
| rking day | s to respo | ond | | | N/A |
| tage 2 | | | | | N/A |
| mplaints | | | | | |
| ally uphe | ld/not up | held | | | N/A |
| | | | | | |
| | closed in nts close working orking day tage 2 mplaints | nts closed in full w working days orking days to respo tage 2 mplaints | closed in full within 5 workin nts closed in full within 5 wor working days orking days to respond tage 2 | closed in full within 5 working days nts closed in full within 5 working days working days orking days to respond tage 2 mplaints | closed in full within 5 working days nts closed in full within 5 working days working days orking 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 1 and 2 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

October 2023