

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 1 - 1 April 2025 to 30 June 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: Nil

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	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/upheld/partially upheld/not upheld	N/A

Conclusion

While no complaints were received during Quarter 1 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

July 2025