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 | | | Ni | 1 |
| Number of complain | ts closed i | n full with | in 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 | vorking da | ys to respo | ond | | N, | /A |
| Number escalated to | Stage 2 | | | | N, | /A |
| Outcome of Stage 10 | Complaints | 5 | | | | |
| 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

| complaints | | | Nil |
|----------------|--|---|--|
| d in full with | nin 5 workir | ig days | N/A |
| osed in full v | vithin 5 wo | king days | N/A |
| ing days | | | N/A |
| days to resp | ond | | N/A |
| 2 | | | N/A |
| ints | | | |
| pheld/not u | pheld | | N/A |
| | | | |
| | osed in full v king days g days to resp 2 ints | ed in full within 5 workin osed in full within 5 working days g days to respond 2 | osed in full within 5 working days osed in full within 5 working days sing days g days to respond 2 ints |

| 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 4 - 1 January 2024 to 31 March 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 | ed 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 10 | Complaints | S | | | |
| 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 |
| | |
| | |

Conclusion

While no complaints were received during Quarter's 1 to 4 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

April 2024