

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 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

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 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

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 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 to Quarter 3 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

January 2025