

# **Orkney & Shetland Valuation Joint Board**

## **Learning From Complaints - Annual Report 2022-2023**

This report covers the twelve-month period from 1st April 2022 to 31st March 2023.

What is a Complaint?

Orkney & Shetland Valuation Joint Board's definition of a complaint is:

'Any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.'

A complaint may relate to:

- Failure or refusal to provide a service.
- Inadequate quality or standard of service, or an unreasonable delay in providing a service.
- Dissatisfaction with one of our policies or its impact on the individual.
- Failure to properly apply law, procedure or guidance when delivering services.
- Failure to follow the appropriate administrative process.
- Conduct, treatment by or attitude of a member of staff or contractor (except where there are arrangements in place for the contractor to handle the complaint themselves); or
- Disagreement with a decision (except where there is a statutory procedure for challenging that decision, or an established appeals process followed throughout the sector).

This list does not cover everything.

A complaint is not:

- A routine first-time request for a service.
- A request for compensation only.
- Issues that are in court or have already been heard by a court or a tribunal.
- Formal complaints concerning valuations under the Valuation Acts.
- Objections to inclusions in the Electoral Register.
- A request for information under the Data Protection or Freedom of Information (Scotland) Act.
- A grievance by a member of staff member or a grievance relating to employment or staff recruitment.
- A concern raised internally by a member of staff (which was not about a service they received, such as a whistleblowing concern).
- An attempt to reopen a previously concluded complaint or to have a complaint reconsidered where we have already given our final decision.

This list does not cover everything.

### **Complaints Received During 2022/23**

There were no Complaints received during 2022-2023.

### **Resolution of Complaints**

There were no Complaints received during 2022-2023.

### **Referral to the Scottish Public Sector Ombudsman (SPSO).**

No complaints were referred to the SPSO as at the time of writing of this report.

### **Scottish Public Sector Ombudsman Mandatory Key Performance Indicators (KPIs)**

Orkney & Shetland Valuation Joint Board (OSVJB) adopted the SPSO's Model Complaint Handling Procedure and as part of this framework there are 4 mandatory KPIs which are listed below;

1. Indicator One – The total number of complaints received.
2. Indicator Two – The number and percentage of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days.
3. Indicator Three – The average time in working days for a full response to complaints at each stage.
4. Indicator Four – The outcome of complaints at each stage.

The KPIs are reported quarterly to the management team and once discussed, are published quarterly on the OSVJB's website. An annual complaints report is also published on our website that includes performance stats, trends where visible, and actions taken or will be taken to improve. The full year KPIs for OSVJB are contained within Appendix 1.

### **Learning from Complaints**

The outcomes from complaints are discussed at the monthly Management Team and Governance Working Group meetings and any learning implemented.

## Appendix 1

### SPSO Performance Indicators

1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2023

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 - SPSO Indicator One

<b>Stage 1 Complaints</b>						
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

<b>Escalated Complaints</b>						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

<b>Stage 2 Complaints</b>						
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 2022-2023 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