

# 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

| <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 |
|  |  |  |  |  |  |     |

## 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

| <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 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