

THE HIGHLAND AND WESTERN ISLES VALUATION JOINT BOARD

QUARTERLY COMPLAINTS REPORT 1 JUNE 2025 TO 31 AUGUST 2025

The Highland & Western Isles Valuation Joint Board (HWIVJB) is committed to providing high quality customer services and we value complaints and use information from them to help us improve our services. In April 2021, the HWIVJB published its updated Model Complaints Procedure and under the requirements of the Scottish Public Sector Ombudsman quarterly reports on performance are circulated to the senior management team but also published on our website.

We regard a complaint as any expression of dissatisfaction about our action or lack of action, or about the standard of service provided by us or on our behalf.

Further information on our complaints handling procedure can be found on our website (see [HWIVJB Complaints Procedure](#)).

Key Performance Indicators

Indicator 1 – the total number of complaints received

Complaints received	
Total number of complaints received at stage 1 (including escalated complaints)	5
Total number of complaints received in the period at stage 2	0
Total number of complaints received in the period	5

Indicator 2 – the number and percentages of complaints at each stage that were closed in full within the set timescales of 5 and 20 working days

Complaints closed in full within set timescales	
Total number of complaints closed in the period	4
Number of complaints closed at stage 1 within 5 working days	2
Number of complaints closed at stage 2 within 20 working days	0
Number of complaints closed after escalation within 20 day working days	2

Indicator 3 – the average time in working days for a full response to complaints at each stage

Average time in working days for full response	
Average time in working days to respond to complaints at stage 1	5

Average time in working days to respond to complaints at stage 2	0
Average time in working days to respond to complaints after escalation	12.5

Indicator 4 – the outcome of complaints at each stage

Complaints Outcomes (upheld, partially upheld, not upheld or resolved) at stage 1 as a percentage of all complaints	
Number of complaints upheld at stage 1	0
Number of complaints partially upheld at stage 1	0
Number of complaints not upheld at stage 1	2
Number of complaints resolved at stage 1	0
Complaints Outcomes (upheld, partially upheld, not upheld or resolved) at Stage 2 as a percentage of all complaints	
Number of complaints upheld at stage 2	0
Number of complaints partially upheld at stage 2	0
Number of complaints not upheld at stage 2	0
Number of complaints resolved at stage 2	0
Complaints Outcomes (upheld, partially upheld, not upheld or resolved) after escalation as a percentage of all complaints	
Number of complaints upheld after escalation	1
Number of complaints partially upheld after escalation	1
Number of complaints not upheld after escalation	0
Number of complaints resolved after escalation	0

Lessons learnt from complaints handling

Three of the five complaints received related to electoral registration. Two complaints referred to correspondence received by electors where it was felt that multiple pieces of correspondence had been received by them. On both occasions, full responses had not been received by deadline date set, and reminder correspondence was issued.

The third electoral registration complaint referred to a clerical error where an elector was deleted from the register in error. The elector was given an apology and reinstated on the register.

The final two complaints received related to valuation (self-catering unit (SCU) audit). The first complaint was received on 6 August 2025 and was still outstanding at the end of August. The second complaint was partially upheld with an apology provided. The complaint referred to delay in communication and letting evidence being rejected when full evidence had been received.

There is still one valuation complaint outstanding from 27 May 2025 which will be carried forward to the next quarterly report. It also relates to the SCU audit and there has been ongoing dialogue with the complainant on the matter, with the expectation that the main issue will be resolved