THE HIGHLAND AND WESTERN ISLES VALUATION JOINT BOARD
QUARTERLY COMPLAINTS REPORT 1 JUNE 2026 TO 31 AUGUST 2026

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)	1
Total number of complaints received in the period at stage 2	4
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	3
Number of complaints closed at stage 1 within 5 working days	1
Number of complaints closed at stage 2 within 20 working days	2
Number of complaints closed after escalation within 20 day working days	

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	1

Average time in working days to respond to complaints at stage 2	15.5
Average time in working days to respond to complaints after escalation	

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

Lessons learnt from complaints handling

All complaints related to valuation matters, with at least one crossing over with the statutory proposal system. The main themes can be identified as overly lengthy response/action times by the office (highlighting the need for improved correspondence management), together with matters related to conduct of previous self-catering audits, where improvements have since been made.