



VTS Complaints Policy

How to contact us

On our website, click on 'Contact us'.

Alternatively, call our national phone number: **0303 4458100**

Our address is:

Valuation Tribunal Service
2nd Floor
120 Leaman Street
London
E1 8EU

For general enquiries: appeals@valuationtribunal.gov.uk

Chief Executive's Office: ceo.office@valuationtribunal.gov.uk

For complaints: complaints@valuationtribunal.gov.uk

Our website address is: www.valuationtribunal.gov.uk

Queries, concerns and complaints

We are committed to providing a quality service and want to get things right, however we recognise that sometimes they do go wrong. Wherever possible we will aim to handle your concerns quickly at your first point of contact. You can raise your queries or concerns by telephone, email, post or in person, and a member of staff will assist you.

If you contact us in person or by telephone about the administrative process associated with the handling of your appeal, such as delay, lack of response or discourtesy, our staff will try to sort out your problem immediately. If you are not happy with our service at the hearing, please tell a member of staff who will try to sort out your concerns there and then.

If you remain dissatisfied with any aspect of our administrative service, we have introduced a formal administrative complaints process.

Please be aware that the VTS can only consider complaints about the VTS, the administration carried out by our offices and our staff; this means the processes before and after a Tribunal hearing.

The complaints process cannot be used if you disagree with the decision the Tribunal makes. This is a judicial matter that the VTS has no power to change. Our guidance provided with the decision notice explains how you can appeal against a decision of the Tribunal.

How to raise a formal complaint

Our complaints process has two stages.

Stage 1

You will need to complete a complaints form, this can be done online through our website, <https://www.valuationtribunal.gov.uk/contact-us/formal-complaints/>, or if you prefer a complaints form can be downloaded and emailed to, complaints@valuationtribunal.gov.uk. If you are posting this form please mark your envelope 'COMPLAINT' and send it to the Director of Operations and Development, VTS, 2nd Floor, 120 Leaman Street, London E1 8EU.

You will receive an acknowledgement within one week. The **Director of Operations and Development** will investigate your complaint and send a full reply within one month. If for some reason this is not possible, he will let you know of any delay.

Stage 2

If you feel that your complaint has not been properly considered or remedied by the Director of Operations and Development, you may ask the **Chief Executive** to investigate. You should email him at complaints@valuationtribunal.gov.uk indicating that you have received a response from the Director of Operations and Development, and give reasons why you remain aggrieved in the handling of your complaint by him. The Chief Executive will investigate any maladministration.

You will receive an acknowledgement within one week. The Chief Executive will investigate how your complaint has been previously dealt with and send a full reply within one month. If for some reason this is not possible, he will let you know of any delay.

What if I am still not satisfied?

At any time, you can ask your Member of Parliament to look into the matter or, having been through our complaints process, you can ask them to refer your complaint to the Parliamentary & Health Service Ombudsman for investigation.

Judicial Complaints

The VTS's remit covers the administration and has no jurisdiction in relation to the conduct of the members of the Valuation Tribunal for England (VTE), who hear and decide appeals at hearings arranged by us. Their personal conduct is initially a matter for the President of the Tribunal and ultimately for the Lord Chancellor.

You **cannot** use the judicial complaints process if your complaint is solely about the decision made by the members or reasoning underlying the decision, as these are judicial matters that may be the subject of an appeal or an application for judicial review.

There is limited scope for a review of a decision by the President on prescribed grounds. Information about this is set out in the VTE Practice Statement <https://www.valuationtribunal.gov.uk/wp-content/uploads/2020/02/Consolidated-Practice-Statement-2020-1.pdf>.

Where your complaint is in relation to a Tribunal member or members having behaved improperly at a hearing, for example they have been discourteous, used offensive or inappropriate language, or have sat despite having a conflict of interest, you should write to the President of the VTE at the address below. He will investigate the complaint and, if it is substantiated, will deal with the matter himself or refer it to the Judicial Conduct Investigations Office for consideration by the Lord Chancellor and Lord Chief Justice. Matters covered include:

- the members' personal conduct in and outside the hearing room;
- comments made by a member in the course of proceedings which are not directly integral to the judicial decision or underlying reasoning and which might lower public confidence in the judiciary.

President of the Valuation Tribunal for England
2nd Floor
120 Leaman Street
London
E1 8EU

Email: president@valuationtribunal.gov.uk