



# **VTS Complaints Policy**

## How to contact us

On our website, click on 'Contact VTS'.

Alternatively, call our national phone number: **0303 445 8100**

### **Our address is:**

Valuation Tribunal Service  
2<sup>nd</sup> Floor  
120 Leaman Street  
London  
E1 8EU

For general enquiries: [appeals@valuationtribunal.gov.uk](mailto:appeals@valuationtribunal.gov.uk)

Chief Executive's Office: [ceo.office@valuationtribunal.gov.uk](mailto:ceo.office@valuationtribunal.gov.uk)

For complaints: [complaints@valuationtribunal.gov.uk](mailto:complaints@valuationtribunal.gov.uk)

**Our website address is:** [www.valuationtribunal.gov.uk](http://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 note that the VTS may only consider complaints about matters reflecting our administration and/how you have been dealt with by our staff.**

**This complaints process cannot be used if you disagree with the decision the Tribunal makes, or if you are aggrieved with the conduct of the hearing. Tribunal decisions are binding and the VTS has no power to change.**

### How to raise a formal complaint

Set out your complaint by completing the formal complaints form, this can be done online through our website, <https://valuationtribunal.gov.uk/complaints-form/>.

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.

If you feel that the issue raised in your complaint has not been properly considered or remedied by the Director of Operations and Development, you may ask the **Chief Executive** to investigate any maladministration by emailing him at [complaints@valuationtribunal.gov.uk](mailto:complaints@valuationtribunal.gov.uk). You must give reasons why you believe the response provided by the Director of Operations and Development fails to address the issue originally raised.

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

**Complaints in relation to the conduct of the members of the Valuation Tribunal for England (VTE), who hear and decide appeals** 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://valuationtribunal.gov.uk/vte-guidance/>

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  
2<sup>nd</sup> Floor  
120 Leaman Street  
London  
E1 8EU

Email: [president@valuationtribunal.gov.uk](mailto:president@valuationtribunal.gov.uk)