VTS Complaints Policy

Approved 15 April 2026

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
Ground Floor
Fry Building
2 Marsham Street
London
SW1P 4DF

For general enquiries: appeals@valuationtribunal.gov.uk

For complaints: administrative complaints form

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 or post and a member of staff will assist you.

If you contact us 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 as a matter of urgency. 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 a formal administrative complaint 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 made by the Tribunal regarding your appeal, or if you are aggrieved with how the Tribunal conducted the hearing. Tribunal decisions are binding and must be appealed to the superior courts. We have no power to change them.

How can I raise a formal complaint?

Set out your complaint by completing the formal complaints form.

The formal administrative complaints form can be accessed online through our website.

The Complaints Team will initially review your complaint and send you an acknowledgement within one week. Your complaint will then be investigated in detail, and a full response will be issued to you within one month.

In cases alleging more serious matters, the **Director of Operations & Development** will investigate your complaint and send a full response within one month. If for some reason this is not possible, you will be notified of any delay.

If you feel that the issue raised in your complaint has not been properly considered or remedied by the Complaints Team or Director of Operations & Development, you may ask the **Chief Executive** to investigate any maladministration. You must give reasons why you believe the response provided by the Complaints Team or Director of Operations & Development fails to address the issue originally raised. Please note **no** additional concerns can be included for investigation by the Chief Executive, any other issues need to be submitted as a new complaint.

You will receive an acknowledgement within one week. The Chief Executive will investigate how your complaint was dealt with and send a full response within one month. If for some reason this is not possible, you will be notified of any delay.

What can I expect as a resolution to my complaint?

Where we uphold complaints, our remedies include:

- an explanation of the event and an apology
- reviewing or improving staff training or revising guidance material (where applicable)

In most cases, an explanation and an apology will be an appropriate response.

Please note that the Tribunal **does not** award costs, whatever the outcome.

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 Public Service Ombudsman for investigation.

What the VTS cannot do

If your complaint is about an issue that was raised more than 12 months ago, we cannot deal with it.

Reviews of decisions

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 Consolidated Practice Statement https://valuationtribunal.gov.uk/vte-guidance/.

Complaints about the Tribunal Members hearing the appeal

Complaints in relation to the conduct of the Members of the Valuation Tribunal for England (VTE), who hear and decide appeals, is a matter for the Judicial Conduct Investigations Office. Such matters include:

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

Information on making such complaints can be found on www.complaints.judicialconduct.gov.uk/makeacomplaint/.

A complaint must be made within three months of the matter complained of.