Our Customer and Service Charter

At the heart of our Customer and Service Charter is our commitment to provide the fairest, most effective and efficient service in the administration of your appeal.

This Charter explains the standard of service you can expect from us when you ask the Valuation Tribunal for England (VTE) to resolve the dispute you have with the Valuation Office and/or your Council.

Contact us

Valuation Tribunal Service
Ground Floor
Fry Building
2 Marsham Street
London SW1P 4DF

Telephone: 0303 445 8100

Email: appeals@valuationtribunal.gov.uk

Our opening hours are 09:00 to 17:00, Monday to Friday

You can get a step by step guide on what happens during your appeal process from our website at:
www.valuationtribunal.gov.uk
Please let us know if you would like our Charter in a different format, including large print, Easyread or braille.

We can provide general information on Tribunal procedures, but **we cannot give you legal advice or tell you how to present your case**. Also, we cannot say if your case is likely to succeed or tell you what the Tribunal will decide.

Our commitments

Providing you with the information you need

We will:

- Explain our role and what we can and cannot do
- Explain how we manage receipt and acknowledgement of appeals and what information we need from you
- Send you notices and direct you to guidance booklets on our website www.valuationtribunal.gov.uk to assist you throughout your appeal journey with us
- Provide you with access to animated guidance videos so that you can better understand the appeal journey
- If you are representing yourself at a hearing, we will provide you with general advice about what happens at a Tribunal hearing. (You are also welcome to attend any of our hearings to observe what happens)
- Keep you regularly updated on the progress of your appeal
- Keep under review the external venues we use for Tribunal purposes to ensure they meet Equality Act requirements.

Following a transparent and fair process

We will:

- List your appeal for hearing as quickly as possible
- Contact everyone who is representing themselves in an appeal to explain the process and answer any questions
- Arrange a hearing
- Greet everyone who is involved in a case before the hearing starts and explain what will happen during the hearing
- Deal with your case as soon as possible during the hearing day, offering appointment times where we can.

Giving you a good service

We will:

- Be polite, friendly, approachable and professional
- Treat you with courtesy and respect
- Promote equality and fair treatment for all
- Conduct an online or face-to-face hearing as appropriate
- Send written Tribunal decisions out promptly (within one month of the hearing)
- Respond promptly to calls, letters, queries and emails
- Look after the information you give to us and set out clearly in our privacy notice how we use your personal information
- Use plain English in everything we send to you; where we must use a legal term, we will explain it.

Continually improving our service

We will:

- Listen to your comments and suggestions and use them to improve our service https://valuationtribunal.gov.uk/contact-vts/
- Welcome any compliments about our services and our staff and use these as examples to follow https://valuationtribunal.gov.uk/contact-vts/
- Deal with queries and complaints promptly and guarantee a full investigation and a considered response.

What we ask of you

It will assist us to handle your appeal if you:

- Provide promptly the information we need so we can deal with your appeal efficiently
- Quote the appeal number that appears on our notices when you contact us
- Read the guidance we provide with our notices and any relevant Practice Statements and Directions https://valuationtribunal.gov.uk/
- If you are attending an online hearing, please join at the specified time. If you experience problems joining the hearing, please call 0303 445 8100 so a member of staff can assist you
- Most of our hearings are now conducted remotely, however if you are travelling to attend a hearing, arrive in good time for your case. Our hearing days start at 10:00 am, but there are likely to be several cases to be heard on the day. Where possible we will give you an indicative time for your case
- Treat our staff with courtesy and respect
- Tell us if anything changes, for example your contact details or if you have settled your dispute and no longer need to appeal.

Formal administrative 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.

Please be aware that the VTS can *only* consider complaints about its staff and the processes before and after a Tribunal hearing. Further information can be found in the VTS Complaints Policy.

We aim to acknowledge all formal complaints within one week and send a full reply within one month. If you are not happy with the response you can ask for the complaint to be referred to the Public Service Ombudsman for investigation.

Judicial complaints

The personal conduct of the members of the Valuation Tribunal for England (VTE) is a matter for the Judicial Conduct Investigations Office.

You can contact the Judicial Conduct Investigations Office via its electronic portal by clicking on the following link www.complaints.judicialconduct.gov.uk/makeacomplaint/. A complaint must be made within three months of the matter complained of.

Data Protection and Freedom of Information

You have a right under the Freedom of Information Act 2000 to make requests for information that does not come within our Publication Scheme. We will supply information requested within 20 working days.

If you have a complaint about the way we have used information we hold about you or the way we have dealt with an information request, in the first instance please contact the VTS Data Protection Officer, dpo@valuationtribunal.gov.uk.