

COMPLAINTS PROCEDURE



Introduction

Although our statutory obligations in local taxation and electoral registration mean that we cannot always bring about the outcome you want, we should be able to deal with your case fairly, knowledgeably and courteously within a reasonable amount of time.

The Electoral Registration, Council Tax Valuation and Rating Valuation functions all have their own formal appeal procedures, but if your concern relates to other matters such as service, quality, courtesy and professionalism, and you feel dissatisfied with the service you have received from us, please feel free to make a complaint by completing the Complaint Form and returning it to the address shown.

How does the complaints procedure work?

- Receipt of your complaint form will be acknowledged within five working days by the Complaints Officer.
- A senior officer will investigate the circumstances of your complaint, contact you with a formal written response within ten working days. The Senior Officer will also report on complaints and responses to the Central Scotland Valuation Joint Board, for the information of Members.

What if I remain dissatisfied with this response?

You may wish to write directly to the Valuation Joint Board about your complaint. The address is:

The Clerk to the Central Scotland Valuation Joint Board,
Law and Administration Department,
Municipal Buildings,
Falkirk,
FK1 5RS

The Scottish Public Services Ombudsman (SPSO) is the final stage for complaints about most public bodies that provide public services in Scotland, such as **The Assessor for Central Scotland Valuation Joint Board**. The SPSO will only consider a complaint after you have completed the Assessor's complaints procedure.

Once you have completed the complaints procedure you should contact the SPSO for advice and to request a complaint form on Freephone 0800 377 7330. Please note that complaints must be made to the SPSO within 12 months of when you became aware of the matter being complained about.

SPSO Contact Details:

Scottish Public Services Ombudsman (SPSO)

4 Melville Street

Edinburgh

EH7 3NS

Freephone: 0800 377 7330 or 0131 225 5300 (if calling from outside the UK)

Fax: 0800 377 7331

Email: ask@spsso.org.uk

Website: www.spsso.org.uk