



Comment Form

The Grampian Valuation Joint Board aims to provide a quality service to you in relation to Valuation for Council Tax, Valuation for Non-Domestic Rating and Electoral Registration. To enable the Board to achieve the highest levels of service your comments and any suggestions you may have for improvements are very welcome.

1. EASE OF ACCESS TO THE OFFICE (Please state Office visited)

Please tick one of the following boxes, where 5 means “very easy” and 1 means “very bad”

5		4		3		2		1	
---	--	---	--	---	--	---	--	---	--

2. COURTESY AND COMPETENCE OF STAFF

Please tick the appropriate boxes where 5 means “excellent” and 1 means “extremely poor”

Courtesy	5		4		3		2		1	
Competence	5		4		3		2		1	

3. EASE OF ACCESS TO INFORMATION ABOUT SERVICES

Please tick the appropriate box where 5 means “very easy” and 1 means “very difficult”

5		4		3		2		1	
---	--	---	--	---	--	---	--	---	--

4. TIME TAKEN TO ANSWER YOUR QUERY

Please say how long it took to fully satisfy your enquiry and whether you felt this was acceptable in the circumstances.

5. OTHER COMMENTS OR SUGGESTIONS

Please continue overleaf if necessary.

Please send the completed form to the Assessor and Electoral Registration Officer, Grampian Valuation Joint Board, Woodhill House, Westburn Road, Aberdeen AB16 5GE. If you would like a written reply, please add your name and address in the space on the continuation page below. Thank you for your time.

CONTINUATION PAGE

--	--	--	--

YOUR NAME			
YOUR ADDRESS			
POSTCODE		TELEPHONE	