

# Complaint Form – Notes

## **Introduction**

Although the statutory requirements of Local Taxation and Electoral Registration mean that the Assessor & ERO is not always able to bring about the outcome which you seek, the Grampian Valuation Joint Board is concerned to ensure you are treated fairly and courteously and within a reasonable period of time.

Valuation for Council Tax, Valuation for Non-Domestic Rating and Electoral Registration each have their own formal appeal procedures. If however your concern relates to other matters such as service, quality, courtesy or professionalism and you feel dissatisfied with the way your case was dealt with please register your complaint by completing the form which follows and send it to the address shown.

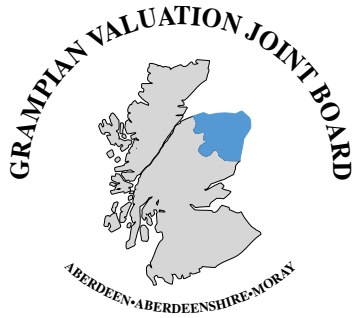
## **How the Complaints procedure works.**

Your Complaint Form will be acknowledged within two working days by the Assessor and Electoral Registration Officer. The Complaint will be investigated by a Senior Member of Staff and you will be contacted with a Formal Response within ten working days. Details of your Complaint and of the Response will be reported to the Grampian Valuation Joint Board for the information of Members.

## **If you are dissatisfied with the Formal Response.**

(Or if your complaint is about the Assessor and ERO)

You may wish to write to the Clerk to the Grampian Valuation Joint Board, Moray Council, High Street, Elgin IV30 1BX.



# Complaint Form

Ref. No.

**Please return to : The Assessor and Electoral Registration Officer  
Woodhill House, Westburn Road, Aberdeen AB16 5GE  
☎ (01224) 664360**

Your name :

Your address :

Your daytime telephone number :

The substance of your complaint :

Please continue on a separate sheet if necessary.

Your signature ..... Date.....