



COMPLAINTS FORM

Once you have completed this form please send it to:-

Grampian Assessor & Electoral Registration Officer
 Woodhill House
 Westburn Road
 ABERDEEN AB16 5GE

Or email to assessor@grampian-vjb.gov.uk

About you

Your name

Your address

..... Post Code

Contact Telephone Number(s) (Day) (Evening)

Details of your complaint

Use this section to give us details

(Use the space overleaf to continue and then attach a separate sheet if required)

*Delete as appropriate

Have you attached/enclosed any other documents relating to your complaint *Yes/No

If yes, would you like them returned to you? *Yes/No

Would you like a copy of this sheet returned to you? *Yes/No

COMPLAINTS



The Grampian Assessor and Electoral Registration Officer is responsible for the compilation and maintenance of:-

- **The Electoral Register**
- **The Council Tax List**
- **The Valuation Roll**

Our organisation aims is to provide high quality, effective and responsible services to all of our stakeholders. We are committed to listening and responding to customer needs. We therefore welcome your complaints as a valuable form of feedback about our services. By telling us what you think, and letting us know if things go wrong, you can help us improve our services to you.

MAKING CONTACT WITH US

If you wish to make a comment on any of our services, or are unhappy with the service you receive from us, you can:-

- **Speak to staff in person**
- **Telephone (01224 664360)**
- **Write a letter**
- **E-mail (assessor@grampian-vjb.gov.uk)**
- **Complete a Comments & Complaints Form**

Written complaints should be emailed to assessor@grampian-vjb.gov.uk or posted to

**Grampian Assessor and Electoral Registration Officer
Woodhill House, Westburn Road, Aberdeen AB16 5GE**

COMPLAINTS

We take complaints about our services seriously and deal with them in confidence.

We use information from complaints to try to improve our services and prevent the same problem happening again so to ensure senior management are aware of complaints and outcomes these will be reported at management meetings and action/s required undertaken, as appropriate.

THE COMPLAINTS PROCEDURE

Stage 1 – Frontline Resolution

If you are unhappy with the service you receive from us, you should raise the issue with the officer you are dealing with at the time. Officers should provide a full explanation and aim to rectify any problematic issues when they arise. Frontline resolutions should be completed within five working days and can be dealt with either face-to-face or by telephone. In exceptional circumstances, it may be necessary to extend the investigation period but any extension will be agreed with you beforehand and in any case shall not be longer than 10 working days. It may not always be possible to resolve complaints at Stage 1 of the procedure that are complex or require an amount of investigation to establish the facts.

Stage 2 – Investigation

If you are not satisfied with the member of staff's response at Stage 1 then you should formally contact us in writing (by letter, form or email) with full details of your complaint. Your complaint will be fully investigated and all options to remedy the situation will be examined. An acknowledgement will be sent within **3 working days** and a full written response to your complaint will be sent to you within **20 working days**.

Stage 3 – Independent External Review

If, after completing all of the above, you feel you still believe that you have been treated unfairly, you can refer your complaint to the Ombudsman by writing to:-

**Scottish Public Services Ombudsman
4 Melville Street, Edinburgh EH3 7NS**

Please note you require to take your complaint to the Scottish Public Services Ombudsman (SPSO) within 12 months from the date on which the issue was raised. The SPSO will normally only look at complaints after you have exhausted our internal complaints procedure and where you claim to have suffered injustice or hardship as a result of maladministration or service failure. The role and remit of the SPSO are set out in the Scottish Public Services Ombudsman Act 2002.

APPEALS FOR RATING VALUATION, COUNCIL TAX & ELECTORAL REGISTRATION

The Grampian Assessor and Electoral Registration Officer is an independent statutory official appointed by the Grampian Valuation Joint Board. The Assessor and ERO carries out their duties in relation to Rating Valuation, Council Tax and Electoral Registration in line with the relevant legislation and official guidelines. Separate and distinct appeal systems exist for disagreements regarding entries in the Valuation Roll, Council Tax Valuation List and Electoral Register. Appeals concerning the Roll, List or Register **will not therefore be dealt with as complaints** as these must follow the established appeal procedures set out in the relevant legislation.

Valuation for Rating

- Application to the Assessor, followed by
- appeal to the local Valuation Appeal Committee or the Lands Tribunal for Scotland with a
- further appeal to the Lands Valuation Appeal Court

Compilation of the Council Tax Valuation List

- Proposal to the Assessor followed by
- appeal to the local Valuation Appeal Committee with a
- further appeal to the Court of Session

Electoral Registration

- Formal hearing by the Electoral Registration Officer with a
- appeal to the Sheriff Court and a further appeal to the Registration Court

For further guidance please look at our website www.grampian-vjb.gov.uk and/or contact our office.

OMBUDSMAN CONTACT INFORMATION

**Scottish Public Services Ombudsman
4 Melville Street, Edinburgh EH3 7NS**

Telephone Number: **0800 377 7330**

SPSO website: www.spsso.org.uk
