

INTRODUCTION

In the fields of taxation and electoral registration the Assessor and Electoral Registration Officer cannot always bring about the outcome you would wish. A formal appeals process exists to consider disputes about the level of rateable value or council tax band and these are dealt with by an independent Local Valuation Appeal Committee. In certain cases appeals in connection with electoral registration may be made to the local Sheriff. Details of how to appeal are available from the Assessor and Electoral Registration Officer.

However, we should be able to deal with your case fairly, knowledgeably, courteously and within a reasonable amount of time. If after conducting business at this office you are left feeling dissatisfied with the service you have received and wish to lodge a complaint, please complete the form overleaf and send it to the address shown.

HOW DOES THE COMPLAINTS PROCEDURE WORK?

- Receipt of your complaints form will be acknowledged normally within two working days of receipt by a senior staff member.
- The senior staff member will investigate the circumstances of your concern and contact you with a formal response normally within ten working days of receipt.

WHAT IF I REMAIN DISSATISFIED WITH THIS RESPONSE?

- If you are not satisfied with the response which you receive, you should write directly to the Assessor and Electoral Registration Officer explaining why you feel that your case has not been properly dealt with. Your letter will be acknowledged and answered normally using the same timescales which applied to your original complaint.
- You may also refer a complaint to the Scottish Public Service Ombudsman or you may wish to ask your local Councillor to take up your case.

Equalities Monitoring:

Ayrshire Valuation Joint Board is committed to eliminating discrimination and promoting equality in all aspects of its service. In order to ensure that this is the case detailed monitoring of complaints requires to be carried out. Your assistance would be appreciated in providing the following information which will be treated in the strictest confidence.

White Scottish White English White Welsh White Irish
 Any Other White background (please specify).....

Indian Pakistani Bangladeshi Chinese
 Any Other Asian background (please specify).....

Caribbean African
 Any Other Black background (please specify).....

Any Other background including Mixed background (please specify).....

Disabled Not Disabled

Male Female

