

Dunbartonshire and Argyll & Bute (DAB) Valuation Joint Board is responsible for the compilation and maintenance of

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

Our aim is to provide high quality, effective and responsive services to all of our stakeholders. We are committed to listening and responding to customer needs. We therefore welcome your comments and 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
- Write a letter
- E-mail
- Complete a Comments or Complaints Form

Written comments or complaints should be addressed to:-
The Assessor and ERO, at either:-

235 Dumbarton Road
Clydebank
G81 4XJ

or

Kilbrannan House
Bolgam Street
Campbeltown
PA28 6HZ

COMMENTS

When you make a comment, we will try to keep you informed of any improvements or changes we make as a result of your suggestion.

COMPLAINTS

We take complaints about DAB Valuation Joint Board 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.

THE COMPLAINTS PROCEDURE

Stage 1

If you are unhappy with the service you receive from us, you should raise the issue with the person you are dealing with at the time. The member of staff will provide a full explanation and aim to rectify any problematic issues. If appropriate, we will write within five working days to advise of the outcome of your complaint.

Stage 2

If you are not satisfied with the member of staff's response you should formally contact us in writing (by letter or form) with full details of your complaint. Your complaint will be referred to a *manager* who will investigate the matter fully and examine all options to remedy the situation. A written response to your complaint will be sent to you *within 10 working days*. Where more time is required, we will send you an acknowledgment with an estimate of the likely timescale for the full response.

Stage 3

If you are not satisfied after stage 2, you should write to *The Assessor and Electoral Registration Officer*. The Assessor (or his Deputies) will then personally review all relevant matters and formally respond to you, normally *within 10 working days*.

Stage 4

If, after completing all of the above, you feel you still believe that you have been treated unfairly, you can ask the Valuation Joint Board to investigate, by writing to:

Mr Stephen Brown
Clerk to DAB Valuation Joint Board
c/o West Dunbartonshire Council
Garshake Road
Dumbarton
G82 3PU

APPEALS

The Assessor and ERO is an independent statutory official who carries out his duties in relation to Rating Valuation, Council Tax and Electoral Registration in line within the appropriate statutory legislation and guidelines. Separate and distinct appeal systems exist for disagreements regarding entries in the Valuation Roll, Council Tax List or Electoral Register. Appeals will not therefore be dealt with as complaints as these must follow the legislative framework set out in the Acts. For further guidance please contact one of our offices.

USEFUL CONTACTS

Telephone Numbers:

Clydebank Office – Rating and Council Tax Valuation
0141 562 1200

Clydebank Office – Electoral Registration
0141 562 1200

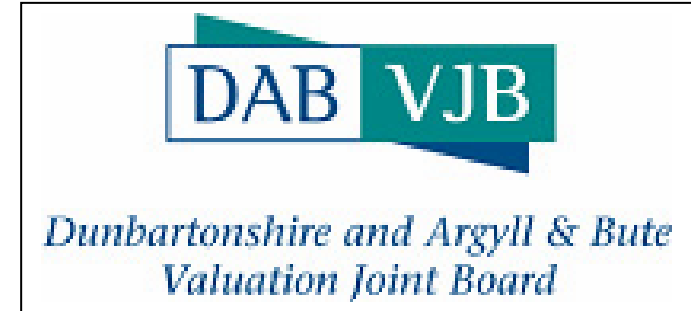
Campbeltown Office - Rating and Council Tax Valuation
01586 555300

Campbeltown Office – Electoral Registration
01586 555300

E-mail to: assessor@dab-vjb.gov.uk

For more information, visit our website at: www.dab-vjb.gov.uk

You can also get further information at the Scottish Assessors' Association website: www.saa.gov.uk



Comments and Complaints Procedure

*This leaflet provides a summary of the DAB VJB
Customer Comments and Complaints Procedure*