



Valuation Tribunal Customer Charter

The Valuation Tribunal is an independent statutory body. It was established under the Valuation Act 1988 and continued by the Valuation Acts 2001 to hear appeals against decisions of the Commissioner of Valuation (the Valuation Office) on the valuation and revaluation of commercial and industrial properties for rating purposes.

The Valuation Tribunal also hears appeals made by owners of derelict sites against the determination by local authorities of the market value of these sites under the Derelict Sites Act 1990 and appeals under the Urban Regeneration and Housing Act 2015 against planning authority determinations of market value in respect of vacant sites. Subject to a right of appeal to the High Court by way of a case stated on a point of law, the decision of the Valuation Tribunal is final.

Further information on the role and structure of the Valuation Tribunal is available at: www.valuationtribunal.ie

Our commitment to our customers

We aim to ensure that our full range of services to individuals, public bodies and corporate clients, is of the highest standard in all respects.

Our customer service ethos

We aim to deliver our services in a courteous, fair and impartial manner. We will be sensitive to our customers' particular needs and circumstances and respect their rights under equality and other legislation.

Our performance

We will monitor and evaluate our performance in this area on an ongoing basis.

Provision of information

We will continue to provide clear and accurate information in an accessible and timely manner.

Contacting the Tribunal

Whether you call in person, telephone, write to or email us, we will deal with your enquiry swiftly and endeavour to provide a complete and helpful reply.

Written Correspondence/Email

We will:

- inform you well in advance of appeal hearing dates (usually at least 6 weeks in advance) and of any change to hearing dates (usually at least 7 days in advance of the hearing date);
- having regard to our resources, list appeal hearings to minimise inconvenience and waiting times;
- endeavour to issue a full answer in clear language to all correspondence within 15 working days;
- if this is not possible, we will issue an interim reply, explaining the position and indicating when you can expect a final reply;
- give you a contact name for your query.

Telephone Calls

We will:

- answer telephone calls promptly, giving our name;
- be helpful and courteous and provide you with as much information as possible;
- If we cannot deal with your query immediately, we will take your details and will endeavour to call you back within one working day or at a time which suits you;
- If we are not at our desk we will activate our voicemail;
- respond to voicemail messages promptly, as a general rule, within one working day.

Visitors to our Offices

- All visitors will be treated with respect and courtesy and provided with the maximum level of privacy possible.

We will deal with your enquiries efficiently and promptly. If your enquiry is not relevant to this office, we will make every reasonable effort to direct you to the relevant Statutory Body, Government Department or Rating Authority.

- We will ensure that our reception area and meeting facilities are clean, accessible and maintained to a high standard.
- If you are attending as a party to a Tribunal hearing we will:
 - provide areas for consultations and meetings,
 - in the event of delay let you know the likely waiting time.

Service through Irish

We will make every effort to accommodate customers who wish to conduct their business in Irish. Correspondence received in Irish will be answered in Irish. We are committed to meeting our requirements under the Official Languages Act 2003.

Requests for Service / Complaints

What is a complaint? At first sight, this might seem like a very simple question. However, in practice it can be difficult to decide what constitutes a complaint as part of a Statutory Body's day-to-day work.

The term 'complaint' may cover a wide range of items not all of which may be appropriate to the complaints handling system. Another important consideration in determining what constitutes a complaint is the need to distinguish between a 'complaint' and a 'request for service'.

In this context, the Valuation Tribunal proposes the following as a starting point in determining what might constitute a complaint:

“a complaint exists where a decision or action is taken which relates to the provision of a service or the performance of a function which, it is claimed, is not in accordance with the rules, practice or policy of the Valuation Tribunal or the generally accepted principles of equity and good administrative practice and which adversely affects the person concerned”.

The Valuation Tribunal operate on a working definition that an initial request for a service is not a complaint – a complaint refers to an activity that was requested to be carried out by the Valuation Tribunal but which was not carried out. On this basis, we treat the first request for a particular thing to be done as a ‘request for service’, while a second request for the same thing to be done (following a reasonable period of time) could be treated as a complaint.

Valuation Tribunal Staff – Handling of Requests for Service / Complaints

The Valuation Tribunal understands that people may act out of character in times of distress or due to frustration. We do not view behaviour as unreasonable just because a complainant is forceful or determined. Valuation Tribunal staff make reasonable allowances for complainants' behaviour.

However, sometimes the situation between a complaint and the Valuation Tribunal staff can escalate and the behaviour of the complainant becomes unacceptable, for example becoming abusive, aggressive or threatening. Such complaints are in the very small minority but we sometimes find ourselves in the position where we need to restrict or bring to an end communication and access to our premises or staff.

Our staff have the right to undertake their work free from abuse, threats and harassment, or vexatious and repetitive complaints. We expect our staff to be treated with courtesy and respect. The Valuation Tribunal has a duty to protect the welfare and safety of staff and considers that violence, threats or abuse towards staff is unacceptable. Staff are also expected to treat complainants with courtesy, respect and fairness.

Complainants who harass, or have been abusive, aggressive or threatening on one or more occasions towards our staff - or their families or associates - directly or indirectly, will be considered unreasonable.

Any threats or acts of violence will cause direct contact with the complainant to be discontinued. Violence includes behaviour or language (written, oral, or in tone or otherwise) that may cause staff to feel afraid, threatened or abused.

Examples of unacceptable behaviour includes but not exclusively threats, verbal abuse, derogatory remarks, rudeness, racist, sexist, homophobic, transphobic, disablist or other harassment based on personal characteristic or obscene remarks, repeatedly demanding disciplinary action be taken against staff, and where complainants are known to have recorded meetings or telephone conversations without consent.

We also consider that inflammatory statements and unsubstantiated allegations can amount to abusive behaviour.

Furthermore, Valuation Tribunal staff will bring to an end phone calls if the caller is considered aggressive, abusive or threatening. The complainant will first be told that we consider their language offensive or their behaviour unacceptable, and will be asked to stop using such language or behaviour.

Feedback: Help us to help you

We welcome and encourage feedback on any aspect of our services.

Where to Find Us

Our offices are located at:

Third Floor
Holbrook House
Holles Street
Dublin 2
D02 EY84

Our business opening hours are: Monday to Friday (excluding public holidays) from 9.00am to 4.00pm. The office is closed for lunch from 12.45pm to 2.00pm.

How to Contact Us

Telephone number: (01) 6760130

Fax: (01) 6425990

Email address: info@valuationtribunal.ie

Web address www.valuationtribunal.ie

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Ends