



Dunbartonshire and Argyll & Bute
Valuation Joint Board

Learning from Complaints 2017/18

Quarter 1

Complaints submitted: 10

Complaints upheld: 3

Outcome:

Two Complaints received resulted in a change in working practice. In both instances the complainant claimed that they had been given a verbal estimate of the band of their new house and when the property was entered in the Council Tax List a different band had been applied.

Working practice was adjusted so that no verbal estimates of Banding are now given and any estimates require to be suitably authorised before being issued in writing / by email.

Quarter 2

Complaints submitted: 2

Complaints Upheld: 1

Outcome:

A complaint about the lack of email contact details on our website has been addressed by adding the email contact address of assessor@dab-vjb.gov.uk to our website contact details page.

Quarter 3

Complaints submitted: 1

Complaints Upheld: 0

Outcome: There were no learning outcomes for this quarter.

Quarter 4

Complaints submitted: 2

Complaints Upheld: 0

Outcome: There were no learning outcomes for this quarter.