

Valuation Office Agency

Service Standards

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Valuation Office Agency

Service Standards

The Purpose of this Leaflet

This leaflet sets out the customer service standards you can expect from us. It supplements the rights and obligations of customers contained in the HMRC Charter, which can be viewed on the HMRC website www.hmrc.gov.uk, and which fully applies to the Valuation Office Agency as an executive agency of HMRC.

Further details about the work of the Agency can be found at www.voa.gov.uk.

This leaflet is also available in large print. If you require it in any other format (for instance in Braille, on audio tape or video with sign language) please tell us. A Welsh language version is available at all our offices in Wales.

The Valuation Office Agency Service Standards

If you call to see us at our office we will:

- see you within 5 minutes when you call at the local office, (Our reception offices are open 8.30 am to 5.00pm Monday to Friday)
- aim to answer your questions fully. If we cannot do this straight away, we will arrange to contact you in your preferred way, whether this is by email, telephone or letter, when we have found out all the facts.

If you telephone us we will:

- answer your telephone enquiries promptly and politely, giving our name
- aim to answer your calls within an overall average of 10 seconds
- aim to answer your questions straight away. If we cannot do this we will:
 - put you through to another member of staff or

- arrange to call you back within 48 hours, or, if you prefer
- email or write to you
- direct you to the relevant department if your query is about something we do not deal with.

If you email or write to us we will:

- acknowledge your email or letter within 3 working days of receiving it
- aim to answer all your questions in plain language as soon as possible and within a maximum of 20 working days. Our overall aim is to respond within an average of 6 working days. If we do not have all the facts there may sometimes be a delay. We will write to you and tell you if this is the case.

You can help us by giving accurate and full answers to our questions and telling us how we can be of more help to you.

If we need to see inside your property, we will:

- contact you to arrange a convenient appointment
- give you at least 7 days notice (if we are writing to make an appointment)
- be punctual in keeping the appointment. You can help us by letting us know in advance if the arrangements are not convenient
- carry identity cards
- ask your permission if we need to take photographs of the interior of your home.

If English is not your first language

If you write to us in the language you prefer, we will answer in the same language. If you would like to talk to us, we will arrange for a translator to be available by telephone link. Alternatively, you can help us if you have a friend who can act as a translator.

Provisions for people with disabilities

We are fully committed to help all our customers and have introduced the following facilities to cater for people who have special requirements:

- If you have a hearing difficulty please tell us, so that we can make arrangements which will most suit your particular needs.
- If you have a sight problem we will provide information and communicate with you in a format you are able to use. We are happy to talk to you on the telephone. If we need to write to you we can do so in large print or Braille or we can enclose a copy of the letter on audiotape. If you let us know your preference we will communicate with you in that way.
- If you would prefer to be visited at home please let us know and we will arrange a convenient time.

Consulting our customers

We believe it is important to ask you about the standard of service we provide and the kind of improvements you want. We carry out regular customer satisfaction surveys, and we look at and

act on the information we receive. Additionally, we meet groups of customers to give them information and find out what they want so that we can improve our service.

Our performance

We publish our performance against our main targets each year in the Agency's Annual Report. We will be happy to give you a copy of our latest results. You can get these by contacting any local office or you may view our Annual Report on our website.

What if things go wrong?

We welcome your comments as they provide valuable feedback on the service we have provided. We are committed to put things right if things have gone wrong and to learn the lessons from them.

We operate a Code of Practice for dealing with complaints. A copy is available on our website, or from any of our offices on request.

Your views

We welcome your views on the aims we have set out in this document and on the service we provide. To do this please contact the Customer Service Manager at one of our offices or

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