



Valuation Office Customer Charter

What we do: The Valuation Office is the State property valuation agency. Our core business is the valuation of commercial and industrial property for commercial rates purposes. In conducting our business, we interact regularly with a wide range of customers including ratepayers and other members of the public, Local Authorities, professional agents acting on behalf of ratepayers or other clients, genealogical researchers and genealogical agents, and staff of other Government Departments and Offices.

This Customer Charter sets out the standards that you, as a customer, can expect from the Valuation Office.

Our Contact Details:

Valuation Office,
Block 2,
Irish Life Centre,
Abbey Street Lower,
Dublin 1.
D01 E9 X0

E-mail: info@valoff.ie
Phone: +353 1 817 1000
Website: www.valoff.ie

The best way to contact us is by e-mail: info@valoff.ie

If you e-mail us or write to us, we will:

- Respond within 10 working days to routine requests for information.
- Send an interim reply within 5 working days on issues requiring detailed consideration.
- In our reply we will explain the reason for the delay, tell you who is dealing with the matter, and, if possible, say when a definitive response should be available.

If you contact us by telephone, we will:

- Answer your call promptly and give our name when we answer your call.
- Be courteous and helpful in dealing with your enquiry.
- Ensure that your call is dealt with by someone who can address your query.
- If we cannot provide an immediate answer, we will take the details of your enquiry and call you back within two working days.

**If you call to our Office:**

- We will arrange for someone to see you promptly.
- We will respect your privacy.
- If we cannot deal with your query immediately, we will contact you within two working days.

We will endeavour to maintain clean, comfortable, and accessible facilities in our Public Office. However, if you have particular accessibility requirements, in advance of your visit please contact:

Disability Access Officer: Ms. Louisa Nolan

E-mail: Louisa.Nolan@valoff.ie

Telephone: 01-817 6483

If we need to inspect your property during a valuation:

- We will make every effort to contact you before carrying out an inspection
- Before conducting the inspection, our officer will show identification and provide you with contact details.
- Our officer will provide you with an information leaflet, which will contain details of the valuation process and your rights under the relevant legislation.

Confidentiality of information:

Information you provide to us during our valuation work will be treated in confidence and will be disclosed to third parties only with your express consent, or otherwise under our statutory mandate and our legal obligations.

Communicating with Customers:

We are committed to reviewing and improving our services on an ongoing basis and will consult with our customers, from time to time, by way of customer surveys and invite your comments on our services through our website. We will use this feedback to improve our services to meet customer needs on an ongoing basis.

We will also liaise with customers and stakeholders through participation at relevant seminars and briefing sessions on key developments of interest to individual customers and customer-representative organisations.



If you are dissatisfied with our service:

The Valuation Office staff are committed to delivering a high-quality service. However, if you are dissatisfied with how we have provided any of our services, we ask that you, in the first instance, bring it to the attention of the staff member concerned.

We are committed to:

- dealing with issues in a courteous, expeditious and efficient manner.
- resolving issues, where possible, at the first point of contact.
- addressing any incorrect or inappropriate action on our part as soon as possible.

If you are not satisfied with our response to the issue raised, the best way to contact us is by e-mailing complaints@valoff.ie. We will aim to respond within 10 working days. If we need to investigate the matter further, you will be informed of the reason for any delay and advised of a date by which you can expect a response to your complaint.

Complaints Officer: Ms. Catherine Coyle

E-mail: complaints@valoff.ie

Telephone: 01-817 1050