Making a FORMAL complaint to THe Valuation Office Agency

When you have a complaint, it is usually best to contact the person you have been dealing with. We know most concerns can be resolved this way without the need for a formal complaint.

When making a formal complaint, it is helpful to provide as much detail as possible to help us find the information relevant to your case and investigate your concerns. The sections below should help you provide what we require.

Email the completed from to: [complaints@voa.gov.uk](mailto:complaints@voa.gov.uk)

|  |
| --- |
| Name: |
| Property Address: |
| Email Address: |
| Tel No: |
| Details about your unhappiness with our service – what happened and what do you believe went wrong? |
| Any case reference numbers, details of who you dealt with (and please send copies of any correspondence relevant to the complaint) |
| How did the issue affect you? |
| What would you like to happen as a result of your complaint? |
| Any other details you feel are relevant to your case: |

**Please note: this form is not for general enquiries and should only be used to make a complaint. All other enquiries should be made via our** [**Contact Form**](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fcontact-voa&data=02%7C01%7Cdigitalpublishing%40voa.gov.uk%7Cfba6d5ee42c54d3cdc2008d8693c8b15%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637375056031341701&sdata=1pom%2B0dyAz%2BAvUO9fGGu6a38TEtxXiVOBOeOH7dasVw%3D&reserved=0)**.**