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|  | **Authority to Act**  **Authorising your agent or representative to act on your behalf for complaints** |
| **Please read the advice section before completing this form.**  By submitting this form, you are giving permission for the Valuation Office Agency (VOA) to exchange and disclose information about you with your agent/representative and to deal with them only in relation to a complaint.  This authority is valid for the duration of the VOA’s complaints procedure. Once the complaint has been resolved or the complaints procedure has been exhausted, this Authority to Act will no longer be valid. Further complaints relating to this or other properties you hold an interest in will require an additional signed authority.  This form overrides any earlier authority given to VOA for complaints. We hold this authority until either:   1. you tell us otherwise 2. you instruct us that the details have changed, or you send us an updated form 3. your complaint has been resolved or you have exhausted the VOA Complaints Procedure.   An agent or representative can submit a complaint on your behalf once your permission has been given through this form. Please note that while you may be charged fees by an agent to make a complaint, you can also submit a complaint directly with us for free. Any communications we send will be copied to both you and your agent/representative.  Please note that we may contact outside agencies such as Local Authorities where necessary to deal with your complaint. | |

1. Your personal details or company registered office

|  |  |
| --- | --- |
| **Your full name / company name** | |
| **Your full address / company address** | |
|  | |
| **Postcode** | |
| **Phone number** | **Email** |

1. Your agent/representative details

|  |  |
| --- | --- |
| **Name and address** |  |
|  |  |
|  |  |
| **Postcode** | **Phone Number** |

1. Give the address the complaint is in relation to if different from 1 above. For complaints regarding Non-Domestic rates matters, please use the address details as found on our website [www.gov.uk/correct-your-business-rates](http://www.gov.uk/correct-your-business-rates). If you wish to add more than one property, please continue on a separate sheet, and provide the full address including complete post codes.

|  |  |
| --- | --- |
| **Subject property address** | |
|  | |
| **Postcode** |  |

1. Please indicate your link to the property

|  |  |  |
| --- | --- | --- |
| Owner | Occupier | Owner/Occupier |

|  |  |
| --- | --- |
| In respect of the property/s detailed in this form which I/we own or have a legal interest in, I confirm I have authority to make this authorisation.  I agree that the nominated agent/representative has agreed to act of my/our behalf to submit a complaint and that the information provided to the agent/representative is correct and complete. | |
| Signature | Date |
| **Please note:** The authorisation is limited to complaints and you have the right to withdraw your consent at any time. This authority is valid for the duration of the VOA’s complaints procedure – once the complaint has been resolved or the complaints procedure has been exhausted, this authority will cease. Further complaints relating to this or other properties you hold an interest in will require an additional signed authority. | |

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| **Where to send this form**  When you have completed the form please send it, along with any other correspondence, to:  **Email:** complaints@voa.gov.uk   **Address:** Valuation Office Agency, Wycliffe House, Green Lane, Durham DH1 3UW |

**Advice on completing the Authority to Act form**

Before you complete the form, please read the following information.

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| **A. What this authority means to you**  This authority permits your agent/representative to deal with complaints relating to the subject property/s on your behalf with the Valuation Office Agency (VOA).  It allows us to exchange, investigate and disclose information about the property/properties covered by this authority to act and any previous contact between you and the VOA in respect of that property with your agent/representative in relation to the complaint only |
| **B. What information is to be exchanged?**  VOA will only disclose information for the purposes of its functions or where there is a legislative gateway. |
| **C. How the VOA uses the information**  HMRC is the Data Controller for the VOA under Data Protection Act 2018. How we collect, use, handle and hold your personal data can be found in our [Privacy Notice](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fdata-protection-act-dpa-information-hm-revenue-and-customs-hold-about-you%2Fdata-protection-act-dpa-information-hm-revenue-and-customs-hold-about-you&data=04%7C01%7Ckerry.tolley1%40voa.gov.uk%7C76d205878fd0475ad01008d9a52067f2%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637722382365320800%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=PT14dHqrifnp4C5L8sIqrVVVagsOD4f%2BJE5IIGjnZs0%3D&reserved=0), [CCA Privacy Notice](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fguidance%2Fcheck-and-challenge-your-business-rates-valuation-privacy-notice&data=04%7C01%7Ckerry.tolley1%40voa.gov.uk%7C76d205878fd0475ad01008d9a52067f2%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637722382365330759%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=dZ%2FFNl%2FZoQ7fBte7%2BBf1qqJun2t9hcUHsSt78%2F8aYG8%3D&reserved=0) and [Personal Information Charter](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Forganisations%2Fvaluation-office-agency%2Fabout%2Fpersonal-information-charter&data=04%7C01%7Ckerry.tolley1%40voa.gov.uk%7C76d205878fd0475ad01008d9a52067f2%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637722382365330759%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=Hv7WHYj6kg4eAMdRQeSHoiGyZr5ReNy9%2B2PZgiu5FGE%3D&reserved=0).  To request personal information held about you under the Right of Access provision of the UK General Data Protection Regulations (UK GDPR) 2018. Please contact VOA Subject Access Request Team [subjectaccessrequests@voa.gov.uk](mailto:subjectaccessrequests@voa.gov.uk).  VOA is an executive agency of HMRC and is subject to the Commissioners for Revenue and Customs Act 2005 (CRCA) which covers the confidentiality of information held by the VOA, when it is lawful to disclose that information, and the legal sanctions for wrongful disclosure.  Due to [Section 18 CRCA](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.legislation.gov.uk%2Fukpga%2F2005%2F11%2Fsection%2F18&data=04%7C01%7Ckerry.tolley1%40voa.gov.uk%7C76d205878fd0475ad01008d9a52067f2%7Cac52f73cfd1a4a9a8e7a4a248f3139e1%7C0%7C0%7C637722382365340714%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C1000&sdata=HAjV7FDdGBObABTUagQsBN9vJ1%2BLrU17zwm8iK8XRf0%3D&reserved=0) the VOA is not permitted to disclose information, except in certain limited circumstances, including for the purposes of its functions or where there is a legislative gateway. |