

## Land Valuation Complaints Procedure

A complaint can be received in person, by phone, by email or in writing, as soon as possible after the event.

Once you have made a complaint, you will be contacted within 3 days. If your complaint requires research, you will be notified of this and you will get either a resolution or an update within 21 days of your complaint.

If you are unhappy with the resolution of your concern, you may submit a written complaint to the Head of Department, Ms Diane Elliott.

The written complaint must include:

- A clear description of the dissatisfaction
- A clear description of the resolution sought
- An email or mailing address
- A signature

If you are unhappy with the written resolution from the Director you may submit an appeal to the Permanent Secretary of the Ministry.

If you remain unsatisfied with our ability to address your concerns, you may take them to the Ombudsman. Their website is:

[www.ombudsman.bm](http://www.ombudsman.bm)

## Contact Information Land Valuation Department

### General Enquiries

Tel. 441-297-7964

#### Email Addresses

delliott@gov.bm (Ms. Diane Elliott, Director)

rjhall@gov.bm (Ms. Rachel Hall for Residential Enquiries)

jwneedham@gov.bm (Mr. James Needham for PATI Information & Commercial Enquiries )

#### Physical Address

Land Valuation Department  
Second Floor, Global House  
43 Church Street , Hamilton, HM 12  
Bermuda

#### Mailing Address

Land Valuation Department  
P O Box HM 1384, Hamilton HM FX

#### Hours of Operation

8.30 a.m. – 5:00 p.m.  
Monday – Friday (Except Public Holidays)

For further information visit the Land Valuation Department's website

[www.landvaluation.bm](http://www.landvaluation.bm)

Flyer # 9

Complaints Procedure



## Putting Things Right



“We value Bermuda”

[www.landvaluation.bm](http://www.landvaluation.bm)



# Putting Things Right

The Land Valuation Department aims to provide a high quality service to all of our customers and welcomes all suggestions to improve. In this regard, the Department conducts a monthly customer service survey seeking feedback on person's interactions with staff members and suggestions for improvement.

However, if there are occasions when the team is unable to achieve our standard level of high quality service, a complaint may be justified and we seek to provide the public an opportunity to reach us.

Please note, this does not include queries or complaints about an assessment in the Valuation List, which can be dealt with by contacting the Land Valuation Department on 297-7964.



# Land Valuation Policy

We view all complaints as an opportunity to learn and improve our services and procedures for the future, as well as a chance to put things right for the person that has made the complaint.

## Our policy will:

- Provide a clear, easy and fair complaints procedure for the public and Land Valuation team
- Make sure all complaints are investigated fairly and in a timely way
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired
- Gather information which helps us to improve what we do

The Land Valuation Complaints Policy **will not** apply to complaints:

- Where legal action has commenced against the Department
- Internal personnel or human-resource matters; the Government's Discipline and Grievance policies apply in such cases
- Regarding the valuation and assessment of a property

# Procedure Outline

