



## **JUDICIAL COMPLAINTS PROCEDURE**



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## **1. INTRODUCTION**

- 1.1 Valuation Tribunal for Wales (VTW) expects its membership to conduct themselves according to the highest standards of ethics, integrity and behaviour when dealing with colleagues, customers, and all other stakeholders.

## **2. AIMS OF THE POLICY**

- 2.1 The purpose of this policy is to make clear, the procedures to be followed should any Tribunal member fail to adhere to these standards bringing the reputation of the Tribunal into question.
- 2.2 Complainants should make themselves familiar with the content of this policy and ensure that they adhere to it.

## **3. SCOPE**

- 3.1 These procedures apply to all VTW stakeholders.

## **4. INTRODUCTION**

- 4.1 In carrying out duties on behalf of the VTW it is important that public confidence is maintained. Failure to adhere to the expected standards may damage the VTW's reputation and could result in the discipline or dismissal of a Tribunal member.

## **5. PRINCIPLES**

- 5.1 You cannot use the judicial complaints procedure if your complaint is solely about the decision made by the members or reasoning underlying the decision, as these are judicial matters that may be the subject of an appeal or an application for judicial review.
- 5.2 Matters that might be covered include:
- the member's personal conduct in and outside the hearing room.

- comments made by a member during proceedings which are not directly integral to the judicial decision or underlying reasoning and which might lower public confidence in the judicial process.

- 5.3 Where your complaint is in relation to a Tribunal member or members having behaved improperly at a hearing, for example they have been discourteous, used offensive or inappropriate language, or have sat despite having a conflict of interest, you should write to the President of the VTW at the address below.
- 5.4 The Complaint will then be investigated and if it is substantiated, it will be dealt with by the President internally or, if dismissal from post is the appropriate recourse, referred for consideration to the Welsh Ministers and the VTW Appointments Panel in accordance with the Valuation Tribunal for Wales Regulations 2010, as amended.
- 5.5 Where a complaint is made in relation to the President you should write to the Chief Executive who will put the matter before the Governing Council, excluding the President, for investigation. It will then determine the appropriate action. Should such a complaint be found to warrant dismissal then the matter will be referred to the Welsh Ministers and the VTW Appointments Panel in accordance with the Valuation Tribunal for Wales Regulations 2010, as amended.
- 5.6 For complaints regarding Tribunal members please write to [president@valuationtribunal.wales](mailto:president@valuationtribunal.wales) or The President, Valuation Tribunal for Wales, 22 Gold Tops, NEWPORT, Gwent, NP20 4PG.
- 5.7 For complaints regarding the President please mark your email for the attention of the Chief Executive and write to [correspondence@valuationtribunal.wales](mailto:correspondence@valuationtribunal.wales) or write to The Chief Executive, Valuation Tribunal for Wales, 22 Gold Tops, NEWPORT, Gwent, NP20 4PG.

## 6. INTERPRETATION

These procedures aim to provide succinct guidance to stakeholders on standards of behaviour that must be met by all Tribunal members and the redress available if they fail to adhere to such. If, however, any of the provisions are unclear, further advice and guidance should be sought from the Chief Executive.

**WELSH LANGUAGE IMPACT ASSESSMENT**

The Governing Council of the Valuation Tribunal for Wales has considered the following questions and made the following responses when revising this policy on ...:

- A. Does this policy have any positive or adverse effects on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language?

<b>Response:</b>	With regard to the Welsh Language this policy has...	
	...positive effects	...adverse effects
(a) Opportunities	<b>No</b>	<b>No</b>
(b) Treatment	<b>No</b>	<b>No</b>

- B. In developing this policy have we considered how we could formulate or change it in such a way that it will have positive effects or increased positive effects on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language?

<b>Response:</b>	During development consideration was given to...	
	...positive effects	...increasing positive effects
(a) Opportunities	<b>Yes</b>	<b>Yes</b>
(b) Treatment	<b>Yes</b>	<b>Yes</b>

- C. In developing this policy have we considered how we could formulate or change it in such a way so that the policy decision will not have adverse effects, or so that it has decreased adverse effects, on — (a) opportunities for persons to use the Welsh language, and (b) treating the Welsh language no less favourably than the English language?

<b>Response:</b>	During development consideration was given to...	
	...adverse effects	...decreasing adverse effects
(a) Opportunities	<b>Yes</b>	<b>Yes</b>
(b) Treatment	<b>Yes</b>	<b>Yes</b>