

# Making a complaint to the Adjudicator

The Adjudicator's Office provides a free and impartial service, although we are only able to look at certain types of complaints.

If you have any questions about this form or would like it in a different language or format, please contact us on 0300 057 1111.

You can contact us from 9am to 5 pm, Monday to Friday (apart from Bank Holidays)

## Important

To find out whether your complaint is one that we can look at please read our factsheet '**The role of the Adjudicator**' before you fill in this form. You can read or print one from our website [www.adjudicatorsoffice.gov.uk](http://www.adjudicatorsoffice.gov.uk)

If you are not sure if your complaint is one we can look at, please contact us.

When your complaint is ready for us please print off this form, complete it, and post it to us at our address:

The Adjudicator's Office  
PO Box 10280  
Nottingham  
NG2 9PF

## Section 1

Which department is your complaint about?

- HM Revenue & Customs
- The Valuation Office Agency

We are only able to look at complaints about these departments.

## Section 2

Have you completed both Tier 1 and Tier 2 of the department's own complaints procedure?

(You should have had a written response from the department letting you know you can come to us. If you are not sure, please contact the department for advice.)

- Yes
- No (*We will not be able to look at your complaint until you have completed both stages*)

### Section 3

When did you receive the department's final response (that let you know you could come to us for a further review)? It will be helpful if you could include a copy of their response when you send this form to us.

Less than six months ago

More than six months ago (*We will only be able to look at your complaint if something prevented you from contacting us within six months of the department's final response. If you were unable to contact us about your complaint until now, please tell us why below and we will consider if we will accept your complaint*)

If the department has given your complaint a reference, please include it below

### Section 4

What is your complaint about? Please describe what has gone wrong. You may find it helpful to only list the main points of your complaint.

## Section 5

How has this affected you?

## Section 6

What would you like to happen?

## Section 7

Your details (details of person completing this form)  
How would you like us to address you? Mr/Mrs/Miss/Ms/Dr etc.

First Name

Surname

Full address including post code

Daytime phone number

Alternative phone number (if available)

If you are not available, can we leave a message on:

Daytime phone	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Alternative	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

What are the best weekdays and times to contact you?

## Section 8

Please fill in this section if you are making a complaint for someone else. They will need to provide their signed consent for you to act in making and discussing their complaint, this is available on our webpage. Please enclose their consent with this form when you send it to us.

(A Member of Parliament representing a constituent does not need to provide written consent). **In all cases** please complete the details below about the person you are representing.

Their first name

Their surname

Their full address including post code

What is your relationship to them? For example, friend, relative, agent, Member of Parliament