

Report

Report to:	Lanarkshire Valuation Joint Board
Date of Meeting:	13 March 2017
Report by:	Assistant Assessor and Electoral Registration Officer

Subject:	Lanarkshire Valuation Joint Board Customer Care Policy
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1. Purpose of Report

1.1. The purpose of the report is to:-

- ◆ Present to members of the Joint Board, for approval, the Board's Customer Care Policy.

2. Recommendation(s)

2.1. The Board is asked to approve the following recommendation(s):-

- (1) That the Lanarkshire Valuation Joint Board Customer Care Policy be approved.

3. Background

3.1. The policy is entitled 'Lanarkshire Valuation Joint Board Customer Care Policy' and is attached as an appendix.

Lanarkshire Valuation Joint Board Customer Care Policy replaces the current Employee Care Policy which required review and updating.

The policy reinforces Lanarkshire Valuation Joint Board's commitment to delivering the highest quality of public service and maintaining the highest level of customer care for service users.

4. Employee Implications

4.1. None

5. Financial Implications

5.1. None

6. Other Implications

6.1. There are no implications for risk or sustainability in terms of the information contained in this report.

7. Equality Impact Assessment and Consultation Arrangements

- 7.1. This report introduces a new policy and, accordingly, an Equality Impact Assessment was undertaken. The result of this concludes that there is no adverse impact on any part of the community covered by equalities legislation in relation to the introduction of this policy.

A consultation exercise was carried out with Lanarkshire Valuation Joint Board staff.

There is no requirement for further consultation in respect of this report.

8. Privacy Impact Assessment

- 8.1 This report introduces a new policy and, accordingly, required a privacy impact assessment to be carried out. No issues were identified.

David Combe

Assistant Assessor and Electoral Registration Officer

16 February 2017

Previous References

None

List of Background Papers

None

Contact for Further Information

If you would like further information, please contact:-

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