



1 Policy Statement

It is the policy of Tayside Valuation Joint Board to conduct its business in an open, accountable and transparent manner.

This policy is designed to ensure that Tayside Valuation Joint Board is fully compliant with the requirements of the Freedom of Information (Scotland) Act 2002.

Tayside Valuation Joint Board (TVJB) has designed Publication Schemes to permit ease of public access to the information held by the Board and the Assessor. Where enquiries cannot be dealt with via the Publication Scheme, TVJB staff will provide advice and assistance to any person making a request for information.

2 TVJB Publication Scheme

The TVJB Publication Scheme and the Assessor's Publication Scheme are published on the web <http://www.tayside-vjb.gov.uk> and are available at any of the Board's Divisional Offices and at public libraries.

The Publication Scheme sets out:

- The classes of information which we publish
- The manner in which the information is published
- Details of any charges

3 Responsibilities

TVJB acknowledges its responsibility under the Act to provide general access to information held. To this end, all staff have been provided with guidance on the policies and procedures relating to handling requests for information.

4 Requesting Information

4.1 Introduction

TVJB wishes as far as possible to provide the public with information held by the Board or the Assessor. The rights of individuals to obtain information held by TVJB are contained in the Freedom of Information (Scotland) Act 2002 and the Data Protection Act 1998.

4.2 Accessing Information from TVJB under the Publication Scheme

The Board's and the Assessor's publication schemes are available on our web site <http://www.tayside-vjb.gov.uk>. The scheme is also available at any of the Board's Divisional Offices and at public libraries. The publication scheme shows for every class of information the formats available. These will normally include printable formats from our web site, electronic versions of documents on CD ROM, and hard copies of documents. The *Information Request* form is available on our web site <http://www.tayside-vjb.gov.uk> and is a convenient way to request information from the Board or Assessor. Alternatively, send requests in writing to:

Assessor for Tayside Valuation Joint Board
 Floor 6
 Nethergate Centre
 35 Yeaman Shore
 DUNDEE
 DD1 4BU

Tel: 01382 221177

Fax: 01382 315600

e-mail: To contact the Assessor by e-mail, go to the TVJB website and click on the "Contact Assessor's Office" option on the Home page.

Both hard copy and e-mail formats are acceptable but these should include your name and return address. It will be helpful if you can specify clearly the information that you seek. The publication scheme describes and explains each Class of Information with examples of the type of information that we hold.

In some circumstances it will be necessary to make a charge for the provision of information. The charges applicable are set out in the Publication Schemes.

4.3 Accessing Information outwith the Publication Scheme

If the information is **not** in the Publication Scheme you should print and complete the form titled *Information Request* and send it to the Assessor at the address shown above. Alternatively a letter or an email containing the required details can be sent. We will respond to your enquiry promptly, certainly within 20 working days.

TVJB appreciates that you may wish to make a request for information by telephone. We will ask you to confirm the nature of your request. Thereafter, we will send you the *Information Request* form outlining the request and ask you to sign your confirmation that you wish us to provide the information requested.

There may be a charge payable for information requested outwith the Publication Scheme. This fee requires prior payment to be received by TVJB before the information is made available. Fees are calculated in accordance with current regulations associated with the Act.

Where a fee is payable, the Assessor will issue a fees notice under section 9(1) of the Act. The notice will state what the prescribed costs are in relation to the request and how the amount of the fee specified in the fees notice has been arrived at.

5 Exemptions

TVJB will endeavour as far as possible, to provide the public with the information they hold. Information may however be withheld where TVJB considers that statutory exemptions apply. We may also withhold information that is personal information under the Data Protection Act 1998.

Information regarding exemptions can be obtained by contacting the Assessor at the address shown above.

6 Complaints

TVJB will endeavour to provide a high standard of service in responding to all requests for information. In the event of complaints regarding the manner in which freedom of information requests have been dealt with a Complaints and Requirement for Review Procedure has been developed. This is available on our website <http://www.tayside-vjb.gov.uk>.