

# VTW BEST PRACTICE PROTOCOL 4A

## PROFESSIONAL REPRESENTATION

1. For the purpose of this protocol a professional representative, also known as an “agent”, is:
  - a person who is remunerated in any way to represent a party at a hearing; or
  - a person, though not remunerated, who may be a member of a professional body or association and who nevertheless represents the interests of a party. Such a person could be a solicitor, surveyor or legal expert.
2. The Valuation Tribunal for Wales (VTW) expects professional representatives to be familiar with its customs, rules and procedures. Moreover, they are to conduct themselves in accordance with the rules and practices of their professional organisation and to treat members and staff of the VTW with courtesy.
3. The VTW expects professional representatives to comply with any directive it issues in respect of the disposal or handling of an appeal. Instances of misconduct by a professional representative will not be tolerated by the VTW. Similarly, it will take exception to a professional representative’s failure to uphold and respect its rules and procedures. The VTW reserves the right to report instances of an unprofessional nature to the employer/client of a representative and if necessary, to their professional organisation. The VTW accepts no liability for any legal or disciplinary action that might occur as a result of reported misconduct.

### **Dress Code**

4. Professional representatives are expected to dress in a formal and professional manner. The wearing of badges or emblems that signify an affiliation towards a political party or club should be avoided.