Scottish Courts and Tribunals Service

OUR PROMISE TO YOU

SCTS Tribunals Operations Customer Charter



Scottish Courts and Tribunals Service

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Introduction

- The purpose of the Tribunals Operations is to provide administrative support to the the Upper Tribunal for Scotland, the First-tier Tribunal for Scotland, the Mental Health Tribunal for Scotland and the Pensions Appeal Tribunal Scotland
- Tribunals Operations' aim of Supporting Justice through our vision to build a stronger Courts and Tribunals service is delivered through our skilled and motivated staff and ongoing collaboration with our judiciary, service users and stakeholders. We will continue to manage the expansion of the Scottish Tribunals, to create a responsive, efficient and fair system that makes best use of technology, judicial and staff resources. We will improve access to the specialist jurisdictions across Scotland's devolved tribunals by facilitating and supporting a hearings strategy that makes best use of digital case management, in-person and virtual proceedings. We aim to
    - Clearly explain our processes and procedures.
    - Provide an efficient and effective service.
    - Investigate errors and use your feedback to improve our service to all our users.
    - Be impartial, fair and treat all users equally.
    - Engage with our users and stakeholders through easily accessible forums that aim to improve the quality of our service.

About the Scottish Courts and Tribunals Service

The purpose of the Scottish Courts and Tribunals Service is supporting justice. We fulfil that purpose by providing the people, buildings and services needed to support the judiciary, the courts, devolved tribunals and the Office of the Public Guardian.

Our work focuses on improving access to justice, reducing delay and cost within the justice system, and maximising the use of technology to improve our services.

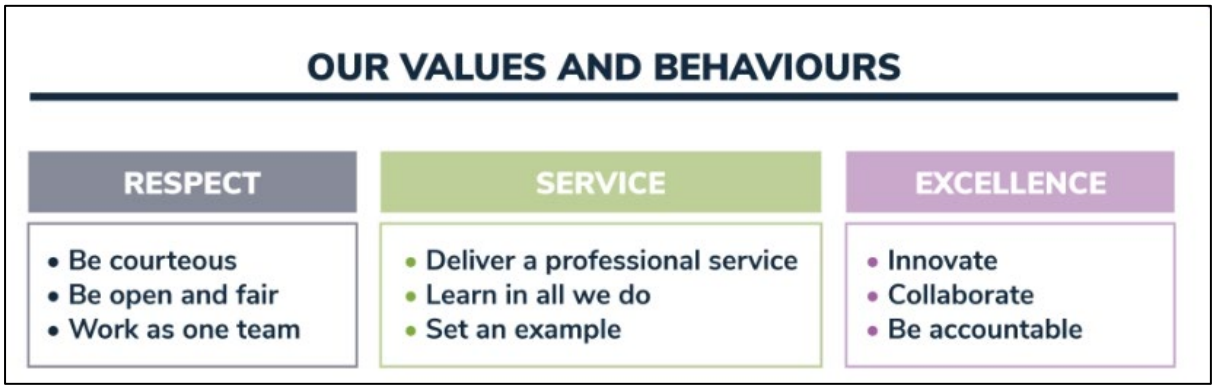
Our four key delivery themes help us organise the work we do in the most effective way:

- **People, skills and wellbeing** – making SCTS a great place to work, learn and develop
- **Digital** – delivering a modern, efficient, resilient and accessible service centred on user needs, in collaboration with our partners

- **Open Justice** – maintaining confidence in the independence, integrity and stability of our courts and tribunals by continuing to build transparency and accessibility
- **Sustainability** – using the resources available to us responsibly, delivering reform and embedding sustainable practices in all we do.

The values we observe and seek to promote in others are Respect, Service and Excellence. They are the foundation of our organisation's culture and help us contribute to our organisation's purpose of supporting justice.

Our values, supported by the key behaviours that bring them to life, help us to understand what is important. They provide consistency in how we interact, guide our actions, and provide a clear framework for decision making.



We are committed to mainstreaming equality, diversity and inclusion (EDI) and developing a culture where EDI is firmly established in the way we do our business. We are committed to ensuring everyone feels valued for who they are regardless of their age, religion or belief, race, sexual orientation, disability, gender reassignment, or another protected characteristic. Further information is available on our website.

What to expect from us

- We will always identify ourselves.
- We will treat you with respect, be polite and helpful at all times.
- We will ensure we follow the correct process.
- We will explain what to do if you are not satisfied with how you were treated.
- We will protect your personal information.
- We will acknowledge when errors occur and rectify them.

What we expect from you

- Please treat our staff with respect.
- Please keep us informed of any changes to your circumstances.

- Please be on time for tribunal hearings and appointments.
- Please provide us with accurate and complete information to enable us to process your application, correspondence or enquiry efficiently.
- Please be prepared to participate in a test ahead of your digital hearing where applicable

Accessing Information

We want to be as open as possible in providing information. However, we must ensure that releasing information will not prejudice legal proceedings or breach our obligations arising from data protection legislation.

For further information please refer to our website:

- Freedom of Information
- Data Protection
- SCTS Privacy Notice

If you wish to know more about our plans for the future, or how we have performed, please refer to the Scottish Judiciary website Tribunals page, which contains the Scottish Tribunal Annual reports.

Your Feedback

We welcome your comments and suggestions to help us improve the service we provide.

If things don't go as they should, we'll do our best to put them right. Any complaints will be taken seriously and handled impartially. We always prefer to try and resolve complaints locally and as quickly as possible. If you do have a complaint, we ask that you seek to resolve it by contacting the tribunal administration directly in the first instance.

Contact details are linked below alongside contact telephone numbers for each tribunal.

First-tier Tribunal for Scotland General Regulatory Chamber 0300 303 5760

First-tier Tribunal for Scotland Health and Education Chamber 0141 302 5860

First-tier Tribunal for Scotland Housing and Property Chamber 0141 302 5900

First-tier Tribunal for Scotland Local Taxation Chamber 01698 390 012

First-tier Tribunal for Scotland Social Security Chamber 0141 302 5858

First-tier Tribunal for Scotland Tax Chamber 0131 271 4385

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Mental Health Tribunal for Scotland 01698 390 040

Pensions Appeal Tribunal Scotland 0131 271 4340

Upper Tribunal for Scotland 0141 302 5880

We do appreciate that it may not always be possible to resolve matters either locally or at the time. We have a formal complaints procedure that you can access on the SCTS website)

Finding out more

You will find other useful information, guidance and leaflets on the following websites:

Home | General Regulatory Chamber

About the Chamber | First-tier Tribunal for Scotland (Health and Education Chamber)

Home | Housing and Property Chamber

Home: Local Taxation Chamber

Social Security Chamber Scotland

First-tier Tribunal for Scotland Tax Chamber

Home | Mental Health Tribunal for Scotland

Pensions Appeal Tribunal Scotland | Pensions Appeal Tribunal Scotland

Upper Tribunal for Scotland | Scottish Courts and Tribunals Service

Further copies of this document can be made available, on request, in other languages – please e-mail TribunalsOperationsSupport@scotcourtstribunals.gov.uk

Dodatkowe egzemplarze tego dokumentu mogą być udostępnione, na życzenie, w innych językach – prosimy o e-mail TribunalsOperationsSupport@scotcourtstribunals.gov.uk

La cerere, se pot pune la dispoziție copii suplimentare ale acestui document în alte limbi – vă rugăm să trimiteți email la TribunalsOperationsSupport@scotcourtstribunals.gov.uk

مكن توفير صور إضافية من هذه الوثيقة حسب الطلب وبلغات أخرى - يُرجَى إرسال الطلب على البريد الإلكتروني TribunalsOperationsSupport@scotcourtstribunals.gov.uk

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Jei pageidaujate, šio dokumento kopiją galite gauti kitomis kalbomis. Rašykite el. laišką adresu TribunalsOperationsSupport@scotcourtstribunals.gov.uk

اس دستاویز کی مزید کاپیاں، درخواست پر، دوسری زبانوں میں دستیاب کی جا سکتی ہیں - براہ کرم TribunalsOperationsSupport@scotcourtstribunals.gov.uk پر ای میل کریں۔

可应要求以其他语言提供本文件的**更多副本**——请发送电子邮件至 TribunalsOperationsSupport@scotcourtstribunals.gov.uk

При желании можно получить дополнительные копии данного документа на других языках: отправьте запрос по электронной почте на адрес TribunalsOperationsSupport@scotcourtstribunals.gov.uk

Có thể có những bản khác của tài liệu này bằng các ngôn ngữ khác, theo yêu cầu – vui lòng gửi e- mail tới TribunalsOperationsSupport@scotcourtstribunals.gov.uk

کۆپی زیاتری ئەم بەڵگەنامەیە دەکرێت، لەسەر داخوازی بە زمانی دیکە بەردەست بخرێت - تکایە ئیمەیڵ بنێرە بۆ TribunalsOperationsSupport@scotcourtstribunals.gov.uk

Kopje të tjera të këtij dokumenti mund të vihen në dispozicion, sipas kërkesës, në gjuhë të tjera - ju lutemi të dërgoni e-mail te TribunalsOperationsSupport@scotcourtstribunals.gov.uk

If you would like this document in audio or large print format, please e-mail enquiries@scotcourts.gov.uk