

# SCTS Tribunals User Charter

## Our purpose...

*The purpose of Tribunals Operations is to provide administrative support to the Scottish Tribunals*

## 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.

## 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.

## Access to information...

If you require more information about tribunals please access via the website below: -

<http://www.scotcourts.gov.uk/the-courts/the-tribunals/about-scottish-tribunals>

**Alternatively you can contact the relevant tribunal on:**

First-tier Tribunal for Scotland General Regulatory Chamber (Charity Appeals)  
0131 271 4340

Additional Support Needs (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 Tax Chamber  
0131 271 4385

Mental Health Tribunal for Scotland  
0800 345 70 60

Council Tax Reduction Review Panel  
0141 302 5840

Pensions Appeal Tribunal Scotland  
0131 271 4340

Lands Tribunal for Scotland  
0131 271 4350

Upper Tribunal for Scotland  
0141 302 5880

## What we expect from tribunal users...

- 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.

## Keeping you informed...

- We will promptly respond to all requests.
- We will explain clearly the different methods you can use to contact us.
- We will acknowledge any complaints regarding the administration of your case within 5 working days.