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| SCTS Tribunals User Charter |  |
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| **Our Purpose…** |  The purpose of the Tribunals Operations is to provide administrative support to the Scottish Tribunals |

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| **What to expect from us...** |  | **Keeping you informed…**  |  | **Glasgow Office (cont.)**[Council Tax Reduction Review Panel](https://www.counciltaxreductionreview.scot/)0141 302 5840[First-tier Tribunal for Scotland Housing and Property Chamber](https://www.housingandpropertychamber.scot/)0141 302 5900[First-tier Tribunal for Scotland Social Security Chamber](https://socialsecuritychamber.scot/)0141 302 5858[Upper Tribunal for Scotland](https://www.scotcourts.gov.uk/the-courts/tribunal-locations/the-upper-tribunal-for-scotland)0141 302 5880**Edinburgh Office**[First-tier Tribunal for Scotland General Regulatory Chamber (Charity Appeals)](https://www.generalregulatorychamber.scot/home/charityappeals)0300 303 5760[First-tier Tribunal for Scotland General Regulatory Chamber (Parking and Bus Lane Appeals)](https://www.generalregulatorychamber.scot/home/parkingandbuslaneappeals)0300 303 5760[First-tier Tribunal for Scotland Tax Chamber](http://www.taxtribunals.scot/)0131 271 4385[Pensions Appeal Tribunal Scotland](https://www.patscotland.org.uk/)0131 271 4340 |  | Вы можете запросить копии данного документа на другом языке, отправив сообщение на TribunalsOperationsSupport@scotcourts tribunals.gov.uk или позвонив по номеру 0141 302 5900Có thể có các bản khác của tài liệu này bằng ngôn ngữ khác theo yêu cầu – TribunalsOperationsSupport@scotcourts tribunals.gov.uk hoặc số điện thoại 0141 302 5900 Kolejne kopie tego dokumentu mogą być udostępnione na życzenie w innych językach po kontakcie poprzez TribunalsOperationsSupport@scotcourts tribunals.gov.uk lub telefon 0141 302 5900.Daugiau šio dokumento kopijų kitomis kalbomis galima gauti pateikus prašymą – TribunalsOperationsSupport@scotcourts tribunals.gov.uk arba paskambinus telefonu 0141 302 5900دەتوانرێت کۆپی زیاتری ئەم بەڵگەنامەیە لەسەر داواکاری بە زمانەکانی تر بەردەست بکرێت - TribunalsOperationsSupport@scotcourts tribunals.gov.uk یان تەلەفۆن بکەن بۆ 0141 302 5900本文件的其他副本可应要求以其他语言提供 – TribunalsOperationsSupport@scotcourts tribunals.gov.uk 或致电 0141 302 5900يمكن توفير نسخ إضافية من هذه الوثيقة عند الطلب بلغات أخرى - TribunalsOperationsSupport@scotcourts tribunals.gov.uk أو الهاتف 0141302 5900Kopje të tjera të këtij dokumenti mund të vihen në dispozicion sipas kërkesës në gjuhë të tjera - TribunalsOperationsSupport@scotcourts tribunals.gov.uk ose telefononi 0141 302 5900 |
| **·** We will treat everyone fairly irrespective of  age, disability, gender reassignment,  marriage and civil partnership, pregnancy  and maternity, race, religion or belief, sex or  sexual orientation. Further information is  available in our [“Equality Statement and](https://www.scotcourts.gov.uk/about-the-scottish-court-service/the-scottish-civil-courts-reform/equality-and-diversity)  [Outcomes”](https://www.scotcourts.gov.uk/about-the-scottish-court-service/the-scottish-civil-courts-reform/equality-and-diversity) available on our website.**·** 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 will 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 in line with the  timescales set out in the [SCTS Complaints](https://www.scotcourts.gov.uk/complaints/complaints-and-feedback/scs-complaints-procedure)  [Handling Procedure](https://www.scotcourts.gov.uk/complaints/complaints-and-feedback/scs-complaints-procedure) |  |  |
|  | **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.**·** Please be prepared to participate in a test  ahead of your digital hearing where applicable  |  |  |
| We aim to… |  |  | **Obtaining copies of this leaflet in other** **formats…** |  |
| **·**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...** |  | Further copies of this document can be made available on request in other languages – TribunalsOperationsSupport@scotcourts tribunals.gov.uk or telephone 0141 302 5900Copii suplimentare ale acestui document se pot pune la dispoziție la cerere în alte limbi - – TribunalsOperationsSupport@scotcourts tribunals.gov.uk sau la numărul de telefon 0141 302 5900درخواست کرنے پر اس دستاویز کی مزید کاپیاں دوسری زبانوں میں دستیاب کی جا سکتی ہیں – TribunalsOperationsSupport@scotcourts tribunals.gov.uk پر یا 0141 302 5900 کو ٹیلی فون کریں. |  |
|  | **If you require more information about tribunals please access the website below:** <https://www.scotcourts.gov.uk/the-courts/the-tribunals/about-scottish-tribunals> **Alternatively you can contact the relevant tribunal on:****Hamilton Office**[Mental Health Tribunal for Scotland](https://www.mhtscotland.gov.uk/mhts/Home/Welcome_to_the_Mental_Health_Tribunal)0800 345 70 60**Glasgow Office**[Additional Support Needs (First-tier Tribunal for Scotland Health and Education Chamber)](https://www.healthandeducationchamber.scot/#:~:text=The%20Additional%20Support%20Needs%20Tribunals%20for%20Scotland%20%28ASNTS%29,Education%20Chamber%20will%20have%20four%20separate%20specialist%20jurisdictions.)0141 302 5860 |  |  |
| **If you would like this document in audio or large format, please e-mail** **equalities@scotcourts.gov.uk** **or phone 0131 248 1866** |