|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **What to expect from us...** |  | | **We aim to...** | |  | | **Access to information...** | | |
| **·** 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 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. |  | | **·**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. | |  | | **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  [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   2 | | |
|  | | **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.  3 | |  | |
| **Keeping you informed…** |  | |  | |
| **·** 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 Handling Procedure](https://www.scotcourts.gov.uk/complaints/complaints-and-feedback/scs-complaints-procedure)  4 |  | |  | |
| **Obtaining copies of this leaflet in other formats…** | |  | | Kolejne kopie tego dokumentu mogą być udostępnione na życzenie w innych językach po kontakcie poprzez [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) lub telefon 0141 302 5900.  Daugiau šio dokumento kopijų kitomis kalbomis galima gauti pateikus prašymą – [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) arba paskambinus telefonu 0141 302 5900  دەتوانرێت کۆپی زیاتری ئەم بەڵگەنامەیە لەسەر داواکاری بە زمانەکانی تر بەردەست بکرێت - [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.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](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) 或致电 0141 302 5900  يمكن توفير نسخ إضافية من هذه الوثيقة عند الطلب بلغات أخرى - [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) أو الهاتف 0141302 5900  Kopje të tjera të këtij dokumenti mund të vihen në dispozicion sipas kërkesës në gjuhë të tjera - [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) ose telefononi 0141 302 5900  **If you would like this document in audio or large format, please e-mail** [**equalities@scotcourts.gov.uk**](mailto:equalities@scotcourts.gov.uk) **or phone 0131 248 1866**  6 | |  | | SCTS Tribunals  User Charter |
| Further copies of this document can be made available on request in other languages – [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) or telephone 0141 302 5900  Copii suplimentare ale acestui document se pot pune la dispoziție la cerere în alte limbi - – [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) sau la numărul de telefon 0141 302 5900  Вы можете запросить копии данного документа на другом языке, отправив сообщение на [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) или позвонив по номеру 0141 302 5900  درخواست کرنے پر اس دستاویز کی مزید کاپیاں دوسری زبانوں میں دستیاب کی جا سکتی ہیں – [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) پر یا 0141 302 5900 کو ٹیلی فون کریں.  Có thể có các bản khác của tài liệu này bằng ngôn ngữ khác theo yêu cầu – [TribunalsOperationsSupport@scotcourts tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourtstribunals.gov.uk) hoặc số điện thoại 0141 302 5900  5 | |  | |  | |
|  | |  | | **Our Purpose…**  The purpose of the Tribunals Operations is to provide administrative support to the Scottish Tribunals. |
|  | |  | |  |
|  | |  | | Version 5, September 2022 |