



#### **SUMMER 2025**

#### **ADMIN NEWS**

Who's Who2
Contact Numbers2
The First Aiders3
Admin News4
CIVIL NEWS
Who's Who5
Contact Numbers6-7
Fixing within the Court of Session
Change of Solicitors9
Courts Users Guide10
Generic Email Boxes10
Offices of Court Report11
J/R Permission Report12-13
Customer Liaison Meeting 14-17
Civil Online17, 18
JUSTICIARY NEWS
Who's Who19
Contact Numbers20, 21
Generic Email Boxes21
Justiciary News22,23
ACCESS ALL AREAS
Opening Hours24
Complaints Procedure

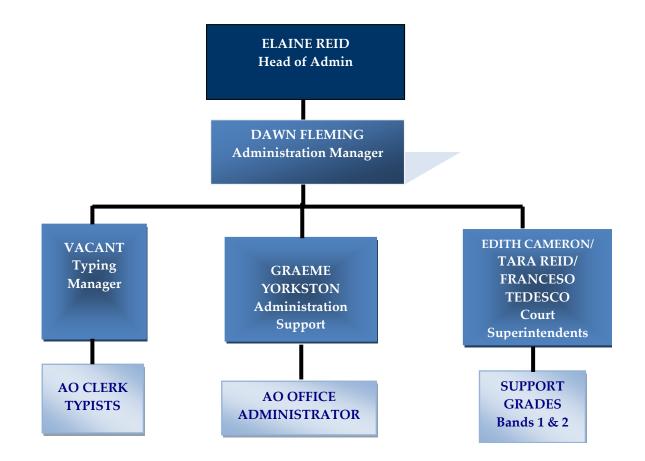
What do you think? ......26



#### THE SCN IS ALSO AVAILABLE ON THE SCTS WEBSITE

www.scotcourtstribunals.gov.uk

# ADMIN NEWS Who's Who



### **TELEPHONE CONTACT DETAILS FOR ADMIN**

Administration Manager	Dawn Fleming	0131 240 6749
Administration Support	Graeme Yorkston	0131 240 6867
Supreme Courts Office Administrator	Robyn Campbell	0131 243 9976
Court Superintendents	Edith Cameron Tara Reid Francesco Tedesco	0131 240 6760 0131 240 5130 0131 225 3228
Typing Manager	Vacant	
Parliament House Reception		0131 225 2595

Home

# **THE FIRST AIDERS**



Who	Where	Contact No.
Edith Cameron	Court Superintendent	0131 240 6760
Dawn Fleming	Administration	0131 240 6749
Jessica Flynn	Judicial Office	0131 240 6893
Jo Newby	Chief Executives Office	0131 240 3312
Elaine Reid	Administration	0131 240 6842
Esther Tatton	Administration	0131 240 6821
Darren Whitta	SGB2	0131 240 2595
Jennifer Kelly	Scottish Civil Justice Council	0131 240 6706
Claire Buchanan	Communications	0131 240 6954
Ondine Tennant	Scottish Sentencing Council	0131 240 6822



### **SECURITY PASSES**

Security Passes are available from the Administration Unit on an **appointment only** basis.

Should you require a photo security pass which gains you access to Parliament House and High Court, Lawnmarket building, for a new member of staff please remember that we need an official letter from your firm requesting a pass, stating



the member of staff's name and that they are employed by your firm. Please ensure they have this letter when they attend the Administration Unit to have their photograph taken for the pass.

In exceptional circumstances agents may email their letter and a passport style photo to administrationunit@scotcourts.gov.uk you will be emailed when the pass is ready for collection.

Should you require a replacement pass these are available from the Administration Unit for a fee of £5.00. We accept cash or cheques payable to "Scottish Courts & Tribunal Service".

You can contact the Administration Unit at administrationunit@scotcourts.gov.uk or on 0131 243 9976.

Many thanks,

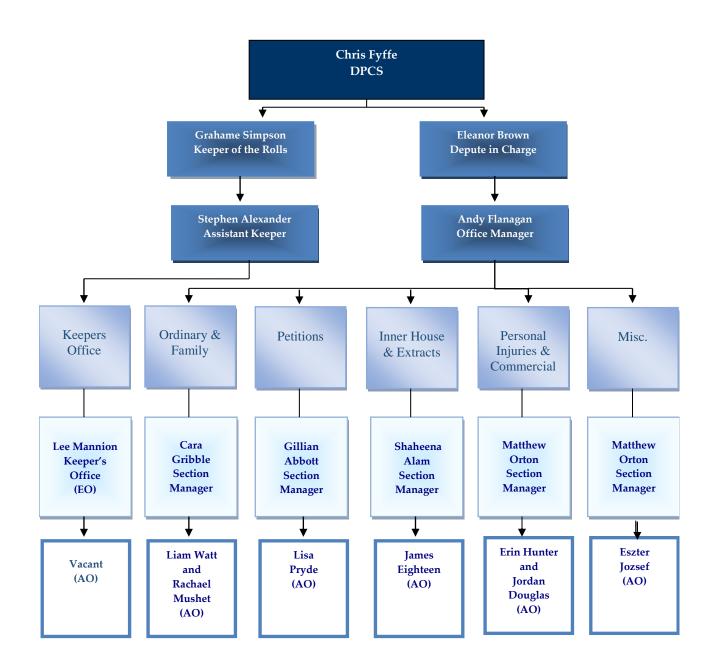
Administration Office

Home

# **OFFICES OF COURT NEWS**

### AS OF JULY 2025

### WHO'S WHO



### TELEPHONE CONTACT DETAILS FOR OFFICES OF COURT GENERAL DEPARTMENT



### **DEPUTE IN CHARGE**

Eleanor Brown 0131 240 5051

Office Manager	Andy Flanagan	0131 240 6656
Ordinary/Family Manager	Cara Gribble	0131 240 6837
Ordinary/Family AO	Liam Watt	0131 240 6697
Ordinary/Family AO	Rachael Mushet	0131 240 6691
PD & Commercial Manager	Matt Orton	0131 240 6671
Personal Injury Section AO	Erin Hunter	0131 240 6695
Commercial Section AO	Jordan Douglas	0131 240 6785
Petitions Manager	Gillian Abbott	0131 240 6696
Petitions AO	Lisa Pryde	0131 240 6670
Inner House Manager	Shaheena Alam	0131 240 6947
Inner House AO	James Eighteen	0131 240 6698
Miscellaneous EO Manager	Matt Orton	0131 240 6671



## **TELEPHONE CONTACT DETAILS (CONTINUED)**

### **KEEPER OF THE ROLLS**

<b>Keeper of the Rolls</b> Grahame Simpson	0131 240 6736
<b>Assistant Keeper</b> Stephen Alexander	0131 240 6737
<b>Executive Officer</b> Lee Mannion	0131 240 6969
<b>Administration Officer</b> Vacant	
KEEPER'S OFFICE INBOX	keepers@scotcourts gov uk
KEEPER'S OFFICE INBOX: KEEPER'S OFFICE FIXING INBOX:	keepers@scotcourts.gov.uk keepersfixing@scotcourts.gov.uk
KEEPER'S OFFICE INBOX: KEEPER'S OFFICE FIXING INBOX:	

Home

### FIXING WITHIN THE COURT OF SESSION

Agents looking fix hearings within their cases are required to complete a Court of Session fixing form. The completed fixing form should be emailed to the Keeper's Fixing inbox – keepeers@scotcourts.gov.uk

The Court of Session fixing form can be located on the Scottish Courts and Tribunal website -

court-of-session-fixing-form.doc (live.com)

Guidance on how to complete the Court of Session fixing form, can be located within guidance section of the Court Session section on the Scottish Courts and Tribunals website –

Court of Session - Guidance (scotcourts.gov.uk)

Agents should be advised the fixing of hearings will be processed electronically and not in-person, as was the fixing procedure of 2019.

### **CHANGE OF SOLICITORS**

If any agents have a name change or merge with another firm please ensure all details are provided to the Office Manager of the General Department.

#### The details required are:

Name of firm Postal Address Telephone number Fax number Generic email address A list of each current action you are in

This allows the departments to ensure your details are up to date on the computer system and that your generic email address has been efficiently tested between your office and the General Department. This also allows each current action you are involved in to be updated.

### **IMPORTANT INFORMATION OUTSIDE OF NORMAL WORKING HOURS**

If you are emailing or wish to contact us in the course of an evening, weekend or public holiday with important information about a case, that <u>must</u> be conveyed to the Judge outside normal working hours, please contact Parliament House reception on 0131 225 2595 and ask for the out of hours clerk. By important information we mean for example that a proof or debate is not going to proceed the following day.

### **COURT USERS GUIDE**

#### New Court Users' Guide

The New Court Users' Guide outlines the basics you need to know as a customer at the Offices of the Court of Session. We hope it will be of benefit to both new and existing customers.

The New Court Users' Guide can be found on the SCTS website at the link provided below.

court-users-guide---july-2022.pdf (scotcourts.gov.uk)

We advise new court users/customers to read this booklet prior to contacting the Offices, as this will allow you to plan ahead, and assist us in providing an efficient service. After reading this guide, if you have any further questions or queries about procedures, please refer to the Rules of Court, any relevant Practice Notes, or contact staff members by emailing your questions to the relevant sections inbox.

We are happy to receive your comments and suggestions regarding information provided in the guide. The easiest way to contact us is via email at GCS@scotcourts.gov.uk

### GENERIC E-MAIL BOXES AVAILABLE TO OFFICES OF COURT CUSTOMERS

Any queries, documents to be lodged and new actions should be submitted electronically. Please see below a list of the relevant sections email addresses and a link to the full guidance note on the SCTS website.

Ordinary, Family & Commercial – GCS@scotcourts.gov.uk Personal Injuries – personalinjuries@scotcourts.gov.uk Inner House Department – innerhouse@scotcourts.gov.uk Petitions – Petitions@scotcourts.gov.uk Court Motions– courtofsession.motions@scotcourts.gov.uk Keeper's Office – keepers@scotcourts.gov.uk Keeper's Fixing – keepersfixing@scotcourts.gov.uk





### **OFFICES OF THE COURT REPORTS**

	April 2024	May 2024	June 2024	April 2025	May 2025	June 2025
Petitions lodged	74	82	96	91	138	104
Total Summonses lodged	72	120	95	98	108	105
Personal Injury	38	62	44	54	61	57
Ordinary	19	41	20	26	26	30
Family	06	05	06	08	12	12
Commercial	09	12	25	10	9	06
Appeals lodged	5	5	4	06	12	09
R/M's	3	0	3	05	06	04
GROUP PROCEEDINGS	0	2	0	02	02	05
TOTAL ACTIONS	154	209	198	203	239	227

### Management Information & Workload.

Waiting period for four day Personal Injury Proofs stands at 7 months\*-(from date defences lodged). We are currently allocating 17 March 2026 (at the time of this report).



There is currently no wait for civil jury trials and are fixed upon request.

\*As agreed with practitioners at the Personal Injuries User Group.

# JUDICIAL REVIEW PERMISSION REPORT

The below tables contain information in relation to the number of Judicial Review actions which have been allocated to Lords Ordinary for consideration of whether permission to proceed should be granted or refused.

Month	Petitions allocated for permission	Permission granted	Permission refused	Appointed to Oral Hearing	Granted at Oral Hearing	Refused at Oral Hearing
October 24	9	5	2	2	1	1
November 24	9	4	1	4	1	3
December 24	13	10	0	3	0	3
Total:	31	19	3	9	2	7

Month	Petitions allocated for permission	Permission granted	Permission refused	Appointed to Oral Hearing	Granted at Oral Hearing	Refused at Oral Hearing
January 25	7	2	0	5	2	3
February 25	9	6	0	1	1	0
March 25	11	4	0	7	4	3
April 25	11	4	1	5	1	4
May 25	8	3	1	4	0	4
Total:	46	19	2	22	8	14

The below table contains information in relation to the number of Judicial Review actions which have been allocated to Lords Ordinary for a review request following refusal of permission.

Month	Review of permission request received	Review refused without oral hearing	Review oral hearing (RoC 58.8) granted	Review oral hearing (RoC 58.8) refused	Total review requests granted
October 24	0	0	0	0	0
November 24	0	0	0	0	0
December 24	0	0	0	0	0
Total:	0	0	0	0	0

Month	Review of permission request received	Review refused without oral hearing	Review oral hearing (RoC 58.8) granted	Review oral hearing (RoC 58.8) refused	Total review requests granted
January 25	0	0	0	0	0
February 25	0	0	0	0	0
March 25	0	0	0	0	0
April 25	0	0	0	0	0
Total:	0	0	0	0	0

SOURCE: Scottish Courts and Tribunals Management Information. The Scottish Courts and Tribunals Service uses a live operational case management system for the processing of court business. The information held on the system is structured for these operational needs, rather than for statistical reporting or research purposes. The information provided is based on the best information available from the case management system and additional locally collated figures as at the end of the week prior to publication.

**Customer Liaison Meeting** 

Wednesday the 14<sup>th</sup> May 2025

#### General Department waiting area - 12.00pm

#### **Agenda and Minutes**

- 1. Welcome
- 2. General Department Staffing update
- 3. Issues from the General Department:
  - i) Civil Online Discussion
  - ii) Case Reference and Name required on subject line of e mails.
  - iii) Notice required if multiple items to be submitted, such as Caveats, Defences, Motions etc.
  - iv) E Mails to be directed to the relevant Department.
  - v) Change to Customer Liaison Meeting format.

#### **4. AOB**

#### In attendance:

Andy Flanagan (General Department Office Manager)

Matt Orton (E.O. Manager Personal Injuries / Commercial Department) (Appears Remotely)

Liam Watt (Acting E.O. Manager, General Department).

Jane Brownlie, Burness Paull

#### 1. Welcome

Welcome given, meeting commenced.

2. General Department Staffing Update

Matt Orton has returned to the General Department (April) after the end of a Development Opportunity.

#### 3. Issues from the General Department.

#### i) Civil Online Discussion

The following information was given in the original e-mail in relation to the Customer Liaison Meeting:

SCTS' Civil Online Tracker for Solicitors launched.

The case tracker launched in February 2025, as part of Civil Online and represents the first digital service available in the Court of Session, enabling 90% of case types to be tracked online.

Legal professionals can now monitor the status and progress of their Court of Session cases, with the tracker offering real time updates on case activity, ensuring that they have the most up to date information at their fingertips.

#### A Video Guide for the tracker can be found here

https://www.scotcourts.gov.uk/about-us/news/news/2025/february/video-guide-for-court-of-session-case-tracker/

A solicitor's user guide can be accessed here:

https://www.scotcourts.gov.uk/media/wdtcutrw/civil-online-solicitor-user-guide-v2-3.pdf

Additionally, a Guide to the SCTS' Civil Online Service can be accessed here

#### https://www.scotcourts.gov.uk/taking-action/simple-procedure/civil-online/

The SCTS is anxious to promote to our stakeholders is that of the Civil Online Tracker scheme. Matt spoke briefly on the current functionality and parameters of this scheme. Further developments will see Documents, including initiating Documents, able to be lodged directly to Civil Online. No timeframe can as yet be given for this to commence.

Jane advised that it was not until the Customer Liaison Meeting invite was issued that she was aware of the Civil Online scheme. Andy stated the importance of Civil Online being marketed well, and education and training be given on the subject.

It is envisaged that required is that Solicitors will be invited to an update / progress Session on the initial months of the scheme, and information on the evolving functionality of the scheme.

#### ii) Case Reference and Name Required on subject line of e mails.

This has been a topic that has been discussed previously; your assistance would be greatly appreciated.

### vi) Notice required if multiple items to be submitted, such as Caveats, Defences, Motions etc.

This will enable the Court to make resources available to process such matters expediently. Jane's attendance was very welcome, as she explained that sometimes late / unexpected submissions were as a result of clients expectations, and timeframes were not always in the control of the submitting Agents.

#### iii) E Mails to be directed to the relevant Department.

As with the Case Reference &c matter in ii), his has been a topic that has been discussed previously; your assistance would be greatly appreciated.

Jane's presence was again invaluable as she noted that some replies from the Court did not arrive from the relevant section (such as a GCS response from a Petitions enquiry). This was perhaps something that had not been considered previously by Court staff. Mutual co-operation and understanding will ensure good relations continue to thrive between the Court and Stakeholders.

#### iv) Change to Customer Liaison Meeting format.

The Customer Liaison Meeting format has seen mainly representative Court Runners attend the Court in person, and relay information back to the Agents. Perhaps during and after the COVID years, attendance has dropped dramatically. A different landscape that has emerged from those crisis years. With the attendance drop, the reach, scope and value of the CLM has perhaps diminished. It is planned that moving forward, the Customer Liaison Meetings will be held remotely; the invites being sent to a broader audience. The new format will enable guest speakers to appear, on topics such as the Civil Online scheme as described above. Details will be provided in due course.

#### Meeting concluded.

#### Inner House / Extracts

#### innerhouse@scotcourts.gov.uk

Shaheena Alam (Section Manager)

James Eighteen (Administrative Officer).

**Petitions Department** 

#### Petitions@scotcourts.gov.uk

Gillian Abbott (Section Manager)

Lisa Pryde (Administrative Officer)

#### Ordinary/ Family

gcs@scotcourts.gov.uk Cara Gribble (Section Manager) Rachael Mushet (Administrative Officer) Liam Watt (Administrative Officer) PD (Personal Injuries) Section & Commercial Section personalinjuries@scotcourts.gov.uk gcs@scotcourts.gov.uk (for Commercial) Matt Orton (Section manager) Erin Hunter (Administrative Officer) (primarily PD) Jordan Douglas (Administrative Officer) (primarily Commercial) Miscellaneous E.O. Matt Orton (Section Manager) Eszter Jozsef (Administrative Officer)

#### CIVIL ONLINE DEMONSTRATION / CUSTOMER LIAISON MEETING

#### Dear Colleagues

I am writing in regards to the next Customer Liaison Meeting, which I will schedule for Thursday August 7<sup>th</sup> at 12:00 noon.

This CLM will be held remotely via Teams, and will be the first to be held in that format.

The CLM will feature a demonstration on "Civil Online in the Court of Session – now and next."

*This will be to showcase not only the current digital services available, but of the evolving nature of the Civil Online programme.* 

*This will be presented by Mike Rodger, from the Civil Change Lab, Change and Digital Innovation of the SCTS* 

Mike advises:

Customers are invited to attend a brief demonstration of digital services available, and upcoming in the Court of Session. These changes support the SCTS Civil justice reform objecting to develop fully digital, end to end service across all civil business.

- Case Tracking, the first digital service available in the Court of Session, enabling 90% of case types to be tracked online by legal professionals.
- Document Submission via Civil Online for existing cases this will be the next service to go live, enabling non-initiating documents to be submitted.

Mike will also touch upon a project that CDi are working, which hopes to enable cases to be raised and defended via Civil Online this financial year.

Schedule:

12:00 - Introduction by Andy Flanagan, Office Manager, Civil Section, Court of Session.

12:05 - 'Civil Online in the Court of Session – now and next" (Expected duration 15-20 mins)

12:25 – Approx. Customer Liaison Meeting.

If you wish to raise any matters in respect of the Court of Session please do so by contacting one of the customer representatives below by Tuesday the 7<sup>th</sup> August or by responding directly to myself, in order for an agenda to be produced.

Your representative can raise any matters on your behalf.

The current Representative (as I understand them to be) are:

Paula Moffat - paula.moffat@balfour-manson.co.uk

Mary Allan Brodies - mary.allan@brodies.com

Vicky Cairns- Scottish Government Vicky.cairns@gov.scot

Susan Ogilvie – DWF Law Susan.Ogilvie@dwf.law

Elaine Campbell – Campbell Smith ec@camsmith.co.uk

*Please note this meeting is for any matters arising in relation to the Offices of Court in the Court of Session and the service they provide.* 

*I understand that the addressees above named may not be an exhaustive or indeed fully current list, and I would greatly appreciate if this communication could be passed to those, where known, may have an interest in same.* 

Please do not hesitate to contact me in the event of any query arising.

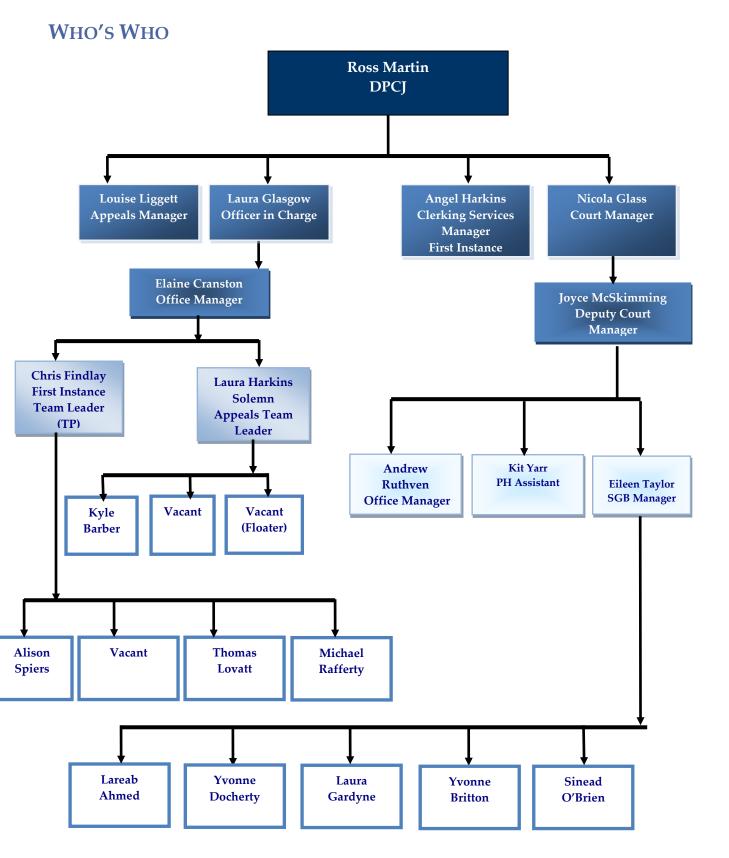
Kindest Regards, Andy

Andrew Flanagan - Office ManagerCourt of SessionParliament SquareEdinburgh1RQDX 549306 Edinburgh 36

0131 240 6747 aflanagan@scotcourts.gov.uk

# **JUSTICIARY NEWS**

### AS OF 7 JULY 2025



# **TELEPHONE CONTACT DETAILS**

<b>Deputy Principal Clerk of Justi</b> Ross Martin <b>Appeals Manager</b> Louise Liggett	<b>ciary</b> 0131 240 6913 0131 240 6704	
<b>Clerking Services Manager First Instance</b> Angela Harkins	0131 240 6823	
<b>Officer in Charge</b> Laura Glasgow	0131 240 6743	
<b>Office Manager</b> Elaine Cranston	0131 240 6769	
Lawnmarket Reception	0131 240 6920	
<b>FIRST INSTANCE</b> Team Leader AO AO AO	Chris Findlay Alison Spiers Thomas Lovatt Michael Rafferty Vacant	0131 240 6951 0131 240 6914 0131 240 6901 0131 240 6838
<b>SOLEMN APPEALS</b> Team Leader Transcriptions/Solemn Solemn AO Floater	Laura Harkins Kyle Barber Vacant Vacant	0131 240 6738 0131 240 6930

### **TELEPHONE CONTACT DETAILS (CONTINUED)**

### **GLASGOW HIGH COURT, SALTMARKET**

Court Manager	Nicola Glass	0141 559 4577
Deputy Court Manager	Joyce McSkimming	0141 559 4578
Office Manager Preliminary Hearing Assistant	Andrew Ruthven Kit Yarr	0141 559 4592 0141 559 4544
Support Grade Manager	Eileen Taylor	0141 559 5017
Justiciary Office AO's	Yvonne Docherty Lareab Ahmed Laura Gardyne Yvonne Britton Sinead O'Brien	0141 559 4505 0141 559 4555 0141 559 5004 0141 559 5026 0141 559 5027
Saltmarket Switchboard		0141 552 3795

### GENERIC EMAIL BOXES AVAILABLE TO JUSTICIARY OFFICE CUSTOMERS

First Instance Business (except Glasgow hearings) - **Highcourttrialsedinburgh@scotcourts.gov.uk** 

Glasgow Justiciary Office – Highcourtglasgow@scotcourts.gov.uk

Solemn Appeals - Solemnappeals@scotcourts.gov.uk

Transcripts - Transcriptions@scotcourts.gov.uk



### **COMMENTS/SUGGESTIONS BOOK**



At our Edinburgh Justiciary Office counter we have a Comments/Suggestions book. Please feel free to use this or alternatively email Elaine Cranston, Justiciary Office Manager. ecranston@scotcourts.gov.uk

### **PRELIMINARY HEARINGS RELOCATION**

Please note that <u>ALL</u> Preliminary Hearings and continued Preliminary Hearings are heard in the High Court in Glasgow. Edinburgh does not have a Preliminary Hearings Court; however, should a case be continued to a specific judge, it may require to call in Edinburgh. If this is the case and you have documentation to lodge prior to these hearings, they can be lodged with Edinburgh in these circumstances only.

All documentation in respect of preliminary hearings due to call in Glasgow should now be lodged direct with the Justiciary Office in Glasgow via e-mail to **highcourtglasgow@scotcourts.gov.uk** 

# The Justiciary Office in Edinburgh <u>DOES NOT ACCEPT</u> documentation which is intended for a preliminary hearing in Glasgow.

Below is a list of documents which should no longer be lodged with Edinburgh. Please note this list is not exhaustive.

- Section 75A applications in respect of PH's and CPH's (unless it is in respect of a hearing for Edinburgh or a trial in a location other than Glasgow)
- Written records
- Specification of documents
- Section 271 Applications (vulnerable witnesses)
- Section 275 Applications (unless trial diet already assigned)
- Any other documentation which would usually be lodged and dealt with at preliminary hearing stage

### FIRST INSTANCE APPLICATIONS

When lodging any First Instance Applications such as S75A, S2 Minutes or Petitions for Variation of Confiscation Orders, please ensure parties are properly designated indicating the bail address or c/o HM Prison where appropriate. This is particularly helpful to the staff in our First Instance section as it draws attention to when there is a requirement to issue an extract warrant for imprisonment issued and where that requires to be sent i.e. to the holding prison, or alternatively advises if the accused is on bail.

### SHERIFF APPEAL COURT (CRIMINAL) – MOVE

On 17 June 2025 the Sheriff Appeal Court (Criminal) Section moved up to level -1 in Parliament House to join their Sheriff Appeal Court (Civil) colleagues and are now part of the Sheriff Appeal Court Team.

# GENERIC EMAIL BOXES AVAILABLE TO THE SHERIFF APPEAL COURT CRIMINAL CUSTOMERS

Summary Appeals – summaryappeals@scotcourts.gov.uk

Bail Appeals - bailappealreport@scotcourts.gov.uk

### **GPDR - REQUEST FOR SECURE EMAIL ADDRESS TO ALL SOLICITORS**

In terms of Data Protection we are asking solicitors to consider registering for a free CJSM email address. Justice partners can register at (https://www.cjsm.net) which is a free service for professionals in the justice system to allow communication with organisations like SCTS that are on the Public Services Network. Without a CJSM address, the post is normally the preferred route unless there is an exceptional need for urgency in which case sensitive documentation can be collected at our public counter.

Notification of new CJSM addresses can be sent to the relevant generic email box for the type of business you are involved in ie

solemnappeals@scotcourts.gov.uk, transcriptions@scotcourts.gov.uk, or Highcourttrialsedinburgh@scotcourts.gov.uk

### SHERIFF APPEAL COURT WHO'S WHO AS AT JULY 2025



### **OPENING HOURS**

The ADMINISTRATION UNIT opening hours are:

Monday – Thursday	09:00 - 17.00
Friday	09.00 - 16.45

Please note the Public Counter Opening Hours are as follows:

Monday to Friday 10:00 – 13:00 and 14:00 – 16:00

No Public Counter Service is available between 13:00 and 14:00 daily.

••••

#### The OFFICES OF THE COURT OF SESSION (GENERAL DEPARTMENT) opening hours are:

Monday - Thursday 09:00 - 17.00 Friday 09.00 - 16.45

Please note the Public Counter Opening Hours are as follows:

Monday to Friday 10:00 – 13:00 and 14:00 – 16:00

No Public Counter Service is available between 13:00 and 14:00 daily.

••••

The JUSTICIARY OFFICE opening hours are:

Monday – Thursday	9.00 - 17.00
Friday	9.00 - 16.45

Please note this office is closed between 13.00 and 14.00 each day.

••••

The **KEEPER OF THE ROLLS OFFICE** opening hours are:

Monday – Thursday	9.00 - 17.00
Friday	9.00 - 16.45

The opening times within the Keeper of the Rolls Office for **FIXING DIETS** is:

Monday - Friday 10.00 - 16.00



### HOW TO COMPLAIN OR GIVE FEEDBACK

When you are in this building you are entitled to a good standard of service.

If you wish to complain about the service you receive, you may do this within six months:

- of the action or inaction you want to complain about, or
- of finding out that you have a reason to complain, but no longer than 12 months after the action or inaction itself.

When complaining please tell us:

- your full name and address
- as much as you can about the complaint and what has gone wrong
- how you want us to resolve the matter
- your preferred way of being contacted by us about your complaint.

To make a complaint, please contact a member of staff at the public counters within Offices of the Court of Session, Justiciary Department or the Administration Department or alternatively in writing to:

OFFICES OF THE COURT OF SESSION	JUSTICIARY OFFICE / Saltmarket
Miss Eleanor Brown	Mrs Laura Glasgow
Depute in Charge	Depute in Charge
Parliament House	Parliament House
Parliament Square	Parliament Square
Edinburgh	Edinburgh
EH1 1RQ	EH1 1RQ
	SESSION Miss Eleanor Brown Depute in Charge Parliament House Parliament Square Edinburgh

#### OR By phoning 0131 225 2595

#### OR By e-mailing supreme.courts@scotcourts.gov.uk

Other feedback and compliments may be submitted in the same way.

Information about the SCTS complaints system may be found at:

http://www.scotcourts.gov.uk/footer-pages/bottom-menu-bar/complaints-and-feedback/scscomplaints-procedure or on request from the above.

Home

### WHAT DO YOU THINK?

The Supreme Courts continually seek to improve the service and choice for their customers and partners. In order to improve the quality of information we provide about our performance we would like to offer you the opportunity to comment on the content of this document. Please read the following questions and pass your views and comments to us by fax, email or letter using the details given below:

- 1. Was the content of this newsletter clear?
- 2. To what extent does the information meet your needs?
- 3. Did it cover aspects which you are interested in or you feel are relevant?
- 4. What other relevant issues or information do you feel should be included or covered in the next quarter's issue?

Send your views to:

#### **ADMINISTRATION UNIT**

Letter:	D Fleming Supreme Courts Parliament House Parliament Square Edinburgh EH1 1RQ	Email: Telephone:	dfleming@scotcourts.gov.uk 0131 240 6749			
OFFICES OF THE COURT OF SESSION						
Letter:	A Flanagan Court of Session	Email	aflanagan@scotcourts.gov.uk			
	Parliament House	Fax:	0131 240 6746			
	Parliament Square Edinburgh EH1 1RQ	Telephone:	0131 240 6696			
JUSTICIARY OFFICE						
Letter:	E Cranston High Court of Justiciary Parliament House Parliament Square	Email	ecranston@scotcourts.gov.uk			
	Edinburgh EH1 1RQ	Telephone:	0131 240 6769			

Home