

Our promise

to you

**Sheriff Court & Justice of the Peace Court**

**Users’ Charter**

December 2024

**Introduction**

Our Sheriff Court & Justice of the Peace Court Users’ Charter sets out our standards of service in sheriff courts and justice of the peace courts and our commitments to you.

We recognise that attending court is an unfamiliar experience for many people. We want to provide information that helps you to access our services and understand court proceedings. You should feel confident that we will listen to you, provide you with accurate and relevant information and treat you with courtesy and consideration at all times.

We provide information about court procedures and coming to court (including jury citations and guidance). We cannot give legal advice or comment on judicial decisions. If we are unable to provide you with advice, information or a particular service we will explain why.

More information about the Scottish Courts and Tribunals Service can be found on our website [www.scotcourts.gov.uk](http://www.scotcourts.gov.uk/).

**About the Scottish Courts and Tribunals Service**

The Scottish Courts and Tribunals Service (SCTS) is a non-ministerial department established by the Judiciary and Courts (Scotland) Act 2008. Its statutory function is to provide administrative support to the Scottish courts, devolved tribunals and the Office of the Public Guardian (OPG). In addition to administering Scotland’s courts and tribunals, SCTS supports the Office of the Public Guardian and Accountant of Court. The OPG provides guidance and undertakes investigations to protect vulnerable people under the terms of the Adults with Incapacity (Scotland) Act 2000. The Public Guardian is also the Accountant of Court.

The purpose of SCTS is supporting justice. We fulfil that purpose by providing the people, buildings and services needed to support the judiciary, the courts, tribunals and 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. To achieve our purpose we organise the main activities in our plans around 7 strategic priorities.

* A Well Supported Judiciary
* Satisfied Service Users
* Skilled and Motivated People
* Sustainable Buildings and Business
* Digital Services
* Efficiency and Best Value
* Purposeful Collaboration

By focusing on these priorities we ensure that everything we do is of benefit to Scotland’s justice system, those who rely on it and those who work to uphold and improve it on a daily basis. The Scottish Courts and Tribunals Service Corporate Plan can be found on our [website](https://www.scotcourts.gov.uk/media/pqnbp4po/scts-corporate-plan-2023-26.pdf).

The way we deliver our services is led by our values, which we observe and seek to promote in others:

* Respect,
* Service, and
* Excellence.

We aim to 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/media/a50jncxh/mainstreaming-equality-report-and-equality-outcomes-2023-2027ba4983b543f14f5f97bd2f071b027c1e.pdf) available on our website.

When you attend at court, or at one of our offices, we ask that you please treat our staff with courtesy.

**Visiting a Sheriff Court or Justice of the Peace Court**

When you visit a sheriff court or justice of the peace court, a member of staff will be available to assist you. If you have arranged to meet a member of our staff you can expect to be met on time and no later than 10 minutes after the scheduled appointment time.

Your privacy is important to us and we take our responsibility to look after your personal information very seriously. We will ensure that you are treated in a manner that respects the confidentiality of your enquiry or your proceedings in court.

You can expect to find the following facilities and services in all of our court buildings:

* Reception areas and / or information points that are clearly marked
* Clear signs in place to help you find your way around our buildings
* Information on court business that is easily accessible or prominently displayed
* Clean and comfortable accommodation

If you are due to attend at court and have a hearing or sight impairment, or have other accessibility or support requirements, please contact the court as soon as possible to discuss the arrangements we can make for you. Most courthouses facilitate access for those with a mobility impairment.

Information documents are available, on request, in a wide range of formats and in other languages.

**Attending Court as a Witness**

The Scottish Courts and Tribunals Service does not cite witnesses to attend at court, this being the responsibility of the main parties to the particular court case.

However, we understand that coming to court to give evidence can cause anxiety. If you are required to attend, we want to make the experience as straightforward and as comfortable as possible by providing suitable facilities, and timely information about the progress of your case when we can.

To this end:

* If you are attending one of our locations to give evidence in person or virtually, we will update you once per hour on the progress of the court case while you wait. We will advise you when you are no longer required.
* We will provide separate waiting rooms for prosecution and defence witnesses and access to refreshments,
* If you are due to give your evidence to the court by live TV link, we will ensure that an explanation of the process for giving your evidence is provided on the day, at the location, if not in advance of that;
* We will respond to requests received on behalf of witnesses, for accommodation court familiarisation visits, within three working days of receipt;
* If you want to know what support is available to you when you arrive at court, we will direct you to Victim Support Scotland or other support services which are present in the court building or otherwise provide the information on how to contact such support if they are not present at court

Standards to the above effect are set out in a cross justice agency publication “Standards of Service for Victims and Witnesses” which may be found on our [website](https://www.scotcourts.gov.uk/media/v5iot2q4/standards-of-service-for-victims-and-witnesses-2023-2024.pdf).

**Attending Court as a Juror**

Jury service is an important public duty. The role of the jury is to reach a verdict in the case, having heard and considered the facts according to the evidence and the instructions given by the Sheriff/Judge. There are 15 people in a criminal jury trial.

Jurors are selected at random from the electoral register and can be cited for criminal trials (in the Sheriff Court or the High Court).

Information is available on our website in relation to attending court as a juror and can be found at <https://www.scotcourts.gov.uk/coming-to-court/jurors/> alternatively please ask a member of staff for more information.

**Contact Us**

Full contact details including telephone numbers, addresses, court holiday dates and directions for all courts are on our website [www.scotcourts.gov.uk](http://www.scotcourts.gov.uk/).

**Telephone Enquiries**

We aim to answer all telephone calls (or recorded messages) received during normal office hours, which are 9 a.m. until 1 p.m. and 2 p.m. to 4 p.m. Monday to Friday.

If we cannot deal with your enquiry immediately, we will call you back at a mutually agreed time.

If you are attending court as a juror, or potential juror, that court will operate a messaging service to provide you with relevant information.

**Counter Enquiries**

Public counters will be open for enquiries during normal office hours, which are 9 a.m. until 1 p.m. and 2 p.m. to 4 p.m. Monday to Friday, subject to any local court holidays or disruptions.

**Written Enquiries**

You can write to us by e-mail at [enquiries@scotcourts.gov.uk](mailto:enquiries@scotcourts.gov.uk) or send a letter to: Scottish Courts and Tribunals Service, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD and we will respond within five working days of receiving your enquiry.

We will identify the name and the position of the person who is writing to you. Our response will provide a clear explanation of any technical or legal jargon.

**Accessible contact**

If you want to contact us using text relay please follow the guidance at this link: [Relay UK](https://www.relayuk.bt.com/)

If you require the support of an interpreter when you contact a court by phone, or attend in person, a telephone interpretation service is available. To access this service, ask for telephone interpreting and state the language required.

If you use British Sign Language (BSL) and wish to phone us using a sign language interpreter, you can use the online video relay interpreting service. For more information see the Contact Scotland website [www.contactscotland-bsl.org](http://www.contactscotland-bsl.org/).

**Accessing Information**

We want to be as open as possible in providing information about court proceedings and the operations of the Scottish Courts and Tribunals Service.

However we must ensure that releasing information will not prejudice legal proceedings or breach our obligations arising from data protection law. The Freedom of Information (Scotland) Act 2002 gives a general right of access to all types of recorded information held by public authorities, subject to certain exemptions. Information contained in court records is exempt information in terms of Section 37 of the Freedom of Information (Scotland) Act 2002 for a period of 15 years. Court records are documents, reports and minutes, etc., that are used, obtained or produced in court for the purpose of court proceedings. If you want to make a request under the Freedom of Information (Scotland) Act 2002 you should write to our Freedom of Information Officer at [foi@scotcourts.gov.uk](mailto:foi@scotcourts.gov.uk).

**Your Feedback**

We welcome your [comments and](http://www.scotcourts.gov.uk/complaints/complaints-and-feedback) [suggestions](http://www.scotcourts.gov.uk/complaints/complaints-and-feedback) which help us improve the service we provide. We regularly carry out court user satisfaction surveys to make sure that we are meeting your needs.

If you wish to know more about our plans for the future, or how we have performed, please refer to our [website](http://www.scotcourts.gov.uk/about-the-scottish-court-service/reports-data). There you can find our guide to information available through the SCTS Publication Scheme which includes our Corporate Plan, Annual Report & Accounts and a range of other information and publications about the courts and the Scottish Courts and Tribunals Service.

You may find suggestion boxes and comment cards in the court building. If you prefer, you can give feedback verbally to local staff or court management or you can write to the court by post or e-mail at the address shown on our website.

We want to put things right if they do go wrong and we will always treat complaints seriously and impartially. We would always prefer to try and resolve complaints locally and as quickly as possible. If you do have a complaint we would ask that you seek to resolve it by contacting local staff or court management at the time of the incident.

However we do appreciate that it is not always possible to resolve matters either locally or at the time and we do have a formal complaints procedure which follows the model procedure of the Scottish Public Services Ombudsman and which you can access at our public offices or on our [website](http://www.scotcourts.gov.uk/complaints/complaints-and-feedback).

# Finding out more

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

Scottish Courts and Tribunals Service: [www.scotcourts.gov.uk](http://www.scotcourts.gov.uk/)

Office of the Public Guardian: [www.publicguardian-scotland.gov.uk](http://www.publicguardian-scotland.gov.uk/)

Scottish Land Court: [www.scottish-land-court.org.uk](http://www.scottish-land-court.org.uk)

Judiciary of Scotland: [www.judiciary.scot/](https://www.judiciary.scot/)

Crown Office and Procurator Fiscal Service: [www.copfs.gov.uk/](https://www.copfs.gov.uk/)

Scottish Government: [www.gov.scot](http://www.gov.scot/)

Further copies of this document can be made available, on request, in other languages – please e- mail [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) or phone 0131 444 3455.

Dodatkowe egzemplarze tego dokumentu mogą być udostępnione, na życzenie, w innych językach – prosimy o e-mail [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) lub telefon 0131 444 3455.

La cerere, se pot pune la dispoziție copii suplimentare ale acestui document în alte limbi – vă rugăm să trimiteți email la [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) sau să apelați 0131 444 3455.

مكن توفير صور إضافية من هذه الوثيقة حسب الطلب وبلغات أخرى - يُرجَى إرسال الطلب على البريد الإلكتروني csenquiries@scotcourts.gov.uk أو الاتصال على رقم الهاتف 0131 444 3455.

Jei pageidaujate, šio dokumento kopiją galite gauti kitomis kalbomis. Rašykite el. laišką adresu [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) arba skambinkite telefonu 0131 444 3455.

اس دستاویز کی مزید کاپیاں، درخواست پر، دوسری زبانوں میں دستیاب کی جا سکتی ہیں - براہ کرم csenquiries@scotcourts.gov.uk پر ای میل کریں یا 3455 444 0131 پر فون 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[csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) 或致电 0131 444 3455。

При желании можно получить дополнительные копии данного документа на других языках: отправьте запрос по электронной почте на адрес [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) или позвоните по номеру 0131 444 3455.

Có thể có những bản khác của tài liệu này bằng các ngôn ngữ khác, theo yêu cầu – vui lòng gửi e- mail tới [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) hoặc gọi điện thoại 0131 444 3455.

کۆپی زیاتری ئەم بەڵگەنامەیە دەکرێت، لەسەر داخوازی بە زمانی دیکە بەردەست بخرێت - تکایە ئیمەیڵ بنێرە بۆ csenquiries@scotcourts.gov.uk یان تەلەفون بکە بۆ 0131 444 3455.

Kopje të tjera të këtij dokumenti mund të vihen në dispozicion, sipas kërkesës, në gjuhë të tjera - ju lutemi të dërgoni e-mail te [csenquiries@scotcourts.gov.uk](mailto:csenquiries@scotcourts.gov.uk) ose telefononi 0131 444 3455.

If you would like this document in audio or large print format, please e-mail [equalities@scotcourts.gov.uk](mailto:equalities@scotcourts.gov.uk) or phone 0131 248 1866.