

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

Those who wish to access any Scottish Tribunal should expect our administration teams to be respectful, polite and helpful at all times. We will explain our processes clearly and provide an efficient and effective service.

In return, we expect our staff to be treated with respect. Any incident in which an employee is abused or threatened will not be tolerated. This includes the serious and persistent use of verbal abuse, aggressive tone and/or foul language.

More information can be found in our **User Charter**, available on our website.