

Just News

The newsletter of the High Court of
Justiciary

March 2011

High Court
of Justiciary



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This is a shortened version of our annual newsletter

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Customer Satisfaction Survey

We are pleased to launch the 2011 Customer Satisfaction Survey.

It's an on-line survey and you can either use the link below to complete it or use the PC which will be in the General Department of the Offices of the Court of Session (Level -1, Parliament House) from April.

<https://www.surveymonkey.com/s/VTG56PC>

The survey covers all of the Supreme Courts - not just the High Court of Justiciary and includes questions on our service, the accommodation and the way we treat you.

Your feedback allows us to check our performance and gives us the opportunity to make improvements.

We want to hear from you - whatever your relationship is with the Supreme Courts. The survey will be open until the end of April and we look forward to receiving your feedback.

Thank you for your help.



CUSTOMER SERVICE EXCELLENCE

Message received and understood?

We don't want to take any chances with the information we give you.

It's vital that you get the information you need, **when** you need it and by the **most convenient method possible**.

It must be **correct** and **clear** with **no room for misunderstandings**. Misunderstandings may have wide reaching implications - and are annoying and inconvenient.

Please tell us if the information we give you is not

- ✓ Easy to read
- ✓ Easy to understand

or if there is a more convenient way of getting the information to you.



Supreme Courts Customer Charter

A new Customer Charter has been published setting out the standards and quality of service you can expect from us.

You can get a copy of the charter from our public offices or on the Scottish Court Service website.

http://www.scotcourts.gov.uk/session/Customer_Charter/Customer_Charter.pdf

If you have any comments on the information contained in the charter please get in touch or give us your feedback using the Customer Satisfaction Survey.

The standard of service you can expect is in the Customer Charter

Telephone contact details

Edinburgh

Numbers should be preceded
with 0131 240

First Instance Section

Keren O'Hare (Team Leader)	6908
Kelly Jack	6907
Alastair Marshall	6852
Sandy MCKay	6953

Preliminary Hearings Minute Clerk

Elaine Cranston	6946
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First Instance Manager

Alan Thompson	6928
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Summary Appeals Section

Laura Hastie (Team Leader)	6912
Stefani Gibbons	6914
Kellie Blakemore	6901

Solemn Appeals Section

Fiona Merrilees (Team Leader)	6909
Elaine Hunter	6910
Jenny Kelly	6911
Michael Stanners	6958
Archie Falconer	6947

Deputy Appeals Manager

Hazel Bell	6957
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Appeals Manager

Joe Moyes	6902
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Office Manager

Luz Sexto	6905
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Officer in Charge of Justiciary Office

Ian Horne	6913
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Deputy Principal Clerk of Justiciary

Gillian Prentice	6869
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Glasgow

Numbers should be preceded
with 0141 559

Office Manager

Eve Henderson	4577
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First Instance Manager

Allan Hutchison	4516
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What do you think?

We continually seek to improve the service and choice for its 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. How well did you understand the contents of this document?
2. How well does this 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 you should be included or covered in the next issue?

Send your views to:

Letter

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Parliament Square
Edinburgh
EH1 1RQ

Email

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