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| blockpage[1]C:\Users\catrionar\Downloads\Rights1.jpg | **Our Promise**  **to you** |

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

**Users’ Charter**

**Easy Read version**

**August 2017**

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| What this leaflet is about. | |
| C:\Users\catrionar\Downloads\Rights1.jpg | This leaflet is about the **Sheriff Court & Justice of the Peace Court Users’ Charter.** |
| https://www.mygov.scot/assets/images/organisations/scottish-court-service.png | The **Charter** was written by the **Scottish Courts and Tribunals Service.** |
| C:\Users\catrionar\Downloads\Place_Law_Court.jpg | The **Charter** tells what should happen if you ever have to go to **court** in Scotland. |
| C:\Users\catrionar\Downloads\Ethics-Balance-Right.jpg | A **court** is a place where people go to sort things out when they do not agree. |
| C:\Users\catrionar\Downloads\Leaflet.jpg | This booklet will tell you about what happens in court. |
| C:\Users\catrionar\Downloads\Hard_Words.jpg | Big words will be written in **bold**. |
| C:\Users\catrionar\Downloads\Big_Words.jpg | Words in **bold** will be explained in this booklet. |

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| What the Scottish Courts and Tribunals Service does. | |
| https://www.mygov.scot/assets/images/organisations/scottish-court-service.png | **The Scottish Courts and Tribunals Service** is in charge of the buildings that are used for court. |
| C:\Users\catrionar\Downloads\Social_Work-4.jpg | They make sure that the people who work in court make it easy for the people who visit the court. |
| C:\Users\catrionar\Downloads\Group-11.jpg | They make sure that if a person has to go to court they get any help they need. |
| C:\Users\catrionar\Downloads\Cross(No).jpg | They do not give any advice about the law. |

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| If you have to go to court. | |
| C:\Users\catrionar\Downloads\Office-Desk-4.jpg | If you need someone to help you, phone before you go to arrange this. |
| C:\Users\catrionar\Downloads\Witness-Care-Officer-Meet.jpg  C:\Users\catrionar\Downloads\Indiana_Question.jpg | If someone has arranged to meet you at the **court** they will meet you at the time they said they will.  You can tell someone who works there if you need any help during your court visit. |
| C:\Users\catrionar\Downloads\Hearing_Impairment.jpg | If you need help to hear they will make sure this is there for you. |
| C:\Users\catrionar\Downloads\Lift.jpg | If you need help to get around the building they will help you with this. |
| https://umamoremcadaporto.files.wordpress.com/2012/08/language.jpg | If you need information in another language they will get this for you. |
| C:\Users\catrionar\Downloads\Compact_Disc(CD).jpgC:\Users\catrionar\Downloads\Braille.jpg | You can get some information in braille or on a CD if you need it. |
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| When you arrive at court. | |
| C:\Users\catrionar\Downloads\Bank_reception.jpg | There will be a sign that shows you where the reception is. |
| C:\Users\catrionar\Downloads\Information_Sign.jpg | There will be signs that show where information desks are. |
| C:\Users\catrionar\Downloads\Signpost.jpg | Any other information you need in the **court** will be clear and easy to find. |
| C:\Users\catrionar\Downloads\Place_Waiting_Room.jpg | The building will be clean and comfortable. |

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| If you need to make a phone call to a court. | |
| C:\Users\catrionar\Downloads\Boss_phone3.jpg | If you phone between 9 am and 5 pm someone will usually answer the call. |
| C:\Users\catrionar\Downloads\Boss_phone2.jpg | If no one can answer your question they will arrange to call back and talk to you another time. |
| C:\Users\catrionar\Downloads\Interview-Recorder.jpg | If you are asked to go to court to be on a **jury** there will be a special telephone message service for information. |
| C:\Users\catrionar\Downloads\Big-Meeting-Table-2.jpg | A **jury** is a group of people. |
|  | The **jury** listens to what is being said in the court and says what they think happened. |

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| If you need to write to the **Scottish Courts and Tribunals Service**. | |
| C:\Users\catrionar\Downloads\Envelope_write.jpgC:\Users\catrionar\Downloads\Email.jpg | If you write a letter or e-mail to the **Scottish Courts and Tribunals Service** you will get an answer within 10 days. |
|  | The answer will be written in easy words. |

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| If you need to go to court as a **witness**. | |
| C:\Users\catrionar\Downloads\Witness-Attack.jpg | A **witness** is a person who knows something about what happened. |
| C:\Users\catrionar\Downloads\Court-Barrister-Victim-1.jpg | The **witness** answers questions about what they know. |
| C:\Users\catrionar\Downloads\Court-Barrister-Victim-1.jpg | What the **witness** says is called **evidence**. |
| C:\Users\catrionar\Downloads\Stress.jpg | Saying **evidence** in **court** can make you feel stressed and upset. |
| C:\Users\catrionar\Downloads\Dentist-Patient-Supporter-2.jpg | The **Scottish Courts and Tribunals Service** will try to make it as easy as they can. |
| C:\Users\catrionar\Downloads\Board_Game.jpg | In **court** there are two sides called **prosecution** and **defence**. |
| C:\Users\catrionar\Downloads\Argue2.jpg | **Prosecution** is the side that says that the person who is **accused** did the crime that is being talked about in court. |
| C:\Users\catrionar\Downloads\Agree.jpg | **Defence** is the side that says that the **accused** didn’t do the crime that is being talked about in court. |
| C:\Users\catrionar\Downloads\Community-Support-Officer-Tell-1.jpg | The **accused** is the person who the police think did the crime. |
| C:\Users\catrionar\Downloads\Place_Law_Court.jpg | People go to **court** to decide if the **accused** did the crime. |
| C:\Users\catrionar\Downloads\Waiting_room_man.jpg | If you are in **court** as a **witness** you will not sit next to the **accused** or **witnesses** for the **defence**. |
| C:\Users\catrionar\Downloads\Checklists_and_EasyRead2.jpg | Someone will tell you what is happening during the day. |
| C:\Users\catrionar\Downloads\Tell_friend.jpg | If there is a change and you do not need to talk in **court** someone will tell you. |

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| If you have a complaint or idea. | |
| https://www.mygov.scot/assets/images/organisations/scottish-court-service.png | If you are not happy about something or if you have an idea to make things better you should let the **Scottish Courts and Tribunals Service** know about it. |
| http://theclassroomdj.com/wp-content/uploads/2012/11/suggestions.png | In some **courts** you can write your comment on a card and put it in the box in the **court** building. |
| C:\Users\catrionar\Downloads\Witness-Care-Officer-Meet.jpg | You can tell someone who works in the **court**. |
| C:\Users\catrionar\Downloads\Envelope_write (1).jpg | You can write a letter to  **Scottish Courts and Tribunals Service,**  **Saughton House,**  **Broomhouse Drive,**  **Edinburgh,**  **EH11 3XD.** |
| C:\Users\catrionar\Downloads\Email (1).jpg | You can write an email to  [**enquiries@scotcourtstribunals.gov.uk**](mailto:enquiries@scotcourtstribunals.gov.uk) |

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| If you need more information. | |
| C:\Users\catrionar\Downloads\Website.jpg | You can look on the website  [**www.scotcourtstribunals.gov.uk**](http://www.scotcourtstribunals.gov.uk) |
| **C:\Users\catrionar\Downloads\Envelope_write (1).jpg** | You can write a letter to  **Scottish Courts and Tribunals Service,**  **Saughton House,**  **Broomhouse Drive,**  **Edinburgh,**  **EH11 3XD.** |
| C:\Users\catrionar\Downloads\Email (1).jpg | You can write an email to  [**enquiries@scotcourtstribunals.gov.uk**](mailto:enquiries@scotcourtstribunals.gov.uk) |
| C:\Users\catrionar\Downloads\Dial1 (1).jpg | You can telephone **0131 444 3352** |
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