

## What to expect from us...

- We will 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 [“Mainstreaming Equality Report”](#) available on our website.
- We will always identify ourselves.
- We will treat you with respect, be polite and helpful at all times.
- We will ensure we follow the correct process.
- We will explain what to do if you are not satisfied with how you were treated.
- We will protect your personal information.
- We will acknowledge when errors occur and rectify them.

## Keeping you informed...

- We will respond to all requests.
- We will explain clearly the different methods you can use to contact us.
- We will acknowledge any complaints regarding the administration of your case in line with the timescales set out in the [SCTS Complaints Handling Procedure](#)

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## We aim to...

- Clearly explain our processes and procedures.
- Provide an efficient and effective service.
- Investigate errors and use your feedback to improve our service to all our users.
- Be impartial, fair and treat all users equally.
- Engage with our users and stakeholders through easily accessible forums that aim to improve the quality of our service.

## What we expect from Tribunal users...

- Please treat our staff with respect.
- Please keep us informed of any changes to your circumstances.
- Please be on time for tribunal hearings and appointments.
- Please provide us with accurate and complete information to enable us to process your application, correspondence or enquiry efficiently.
- Please be prepared to participate in a test ahead of your digital hearing where applicable.

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## Access to information...

**If you require more information about tribunals please access the website below:**  
[www.scotcourts.gov.uk/courts-and-tribunals/](http://www.scotcourts.gov.uk/courts-and-tribunals/)

**Alternatively you can contact the relevant tribunal on:**

### **Hamilton Office**

[Mental Health Tribunal for Scotland](#)

01698 390 040

[First-tier Tribunal for Scotland Local Taxation Chamber](#)

01698 390 012

### **Glasgow Office**

[Upper Tribunal for Scotland](#)

0141 302 5880

[First-tier Tribunal for Scotland Health and Education Chamber \(Additional Support Needs\)](#)

0141 302 5860

[First-tier Tribunal for Scotland Housing and Property Chamber](#)

0141 302 5900

[First-tier Tribunal for Scotland Social Security Chamber](#)

0141 302 5858

### **Edinburgh Office**

[First-tier Tribunal for Scotland General Regulatory Chamber \(Charity Appeals\)](#)

0300 303 5761

[First-tier Tribunal for Scotland General Regulatory Chamber \(Transport Appeals\)](#)

0300 303 5760

[First-tier Tribunal for Scotland Tax Chamber](#)

0131 271 4385

[Pensions Appeal Tribunal Scotland](#)

0131 271 4340

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## Obtaining copies of this leaflet in other formats...

Further copies of this document can be made available on request in other languages – [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) or telephone 0141 302 5900

Copii suplimentare ale acestui document se pot pune la dispoziție la cerere în alte limbi - [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) sau la numărul de telefon 0141 302 5900

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درخواست کرنے پر اس دستاویز کی مزید کاپیاں دوسری زبانوں میں دستیاب کی جا سکتی ہیں -

[TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) کو ٹیلی فون 0141 302 5900 پر یا کریں۔

Có thể có các bản khác của tài liệu này bằng ngôn ngữ khác theo yêu cầu – [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) hoặc số điện thoại 0141 302 5900

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Kolejne kopie tego dokumentu mogą być udostępnione na życzenie w innych językach po kontakcie poprzez [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) lub telefon 0141 302 5900.

Daugiau šio dokumento kopijų kitomis kalbomis galima gauti pateikus prašymą – [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) arba paskambinus telefonu 0141 302 5900

دہتوانریت کپی زباتری ٹیم بہلگہنامہ لیسر داواکاری بہ زمانہکانی تر بہر دست بکریٹ -  
[TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) یاں تہلفون بکمن بؤ 302 0141 5900

本文件的其他副本可应要求以其他语言提供 – [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) 或致电 0141 302 5900

يمكن توفير نسخ إضافية من هذه الوثيقة عند الطلب بلغات أخرى - [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) أو الهاتف 5900 0141302

Kopje të tjera të këtij dokumenti mund të vihen në dispozicion sipas kërkesës në gjuhë të tjera - [TribunalsOperationsSupport@scotcourts.tribunals.gov.uk](mailto:TribunalsOperationsSupport@scotcourts.tribunals.gov.uk) ose telefononi 0141 302 5900

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

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# SCTS Tribunals User Charter

## Our Purpose...

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



Version 5, September 2022