

# A positive step forward

## Your guide to giving feedback

The Tribunals Service is committed to delivering a high quality service.

This is your opportunity to provide us with feedback about your experience.

## Introduction

This leaflet explains how you can comment on, pay a compliment or complain about any aspect of our administrative service to you. We welcome your feedback and will use it to develop and improve our services. Please do not use the procedure described in this leaflet if you are unhappy with:

- the tribunal hearing itself or the outcome of the hearing; or
- the conduct of any of the members of the tribunal panel.

To complain about the hearing or the conduct of the tribunal panel, please contact the tribunal office who will tell you whether your complaint should be sent to the Regional Chairman, Tribunal President or the Office for Judicial Complaints.

## Are you happy with our service?

You can help us and other customers by telling us what you like about our service and how we can improve. A member of staff may have been exceptionally helpful and you want to thank him or her, or you have a comment or suggestion about how we can improve our service.

When you pay us a compliment, we will use it to make sure our staff know how to do an even better job for our customers and to give recognition to those who do. We will consider every suggestion you make to help us to improve our service.

## Making a complaint

Sometimes, despite our best efforts, things do go wrong and we do not deliver the service you expect. We need to know when this happens so that we can investigate, put things right if necessary and learn from any mistakes.

# Our administrative complaints procedure – a step by step guide

## First contact

Contact the office that dealt with your case and explain why you are unhappy with our service. A member of staff will talk to you about your complaint to try to resolve it immediately. If this is not possible, he or she will aim to respond to you in full within 10 working days. When we do, we will give you details of who to contact if you are not satisfied with that response and wish to escalate your complaint to step 1 of our escalation procedure.

## Step 1

Although we aim to resolve complaints at your first contact, if you are not satisfied with our response please write to the manager of the tribunal office that dealt with your case. Their name and address will be in your reply from the tribunal office. Tell the manager why you are not satisfied. He or she will look into your complaint and aim to respond to you in full within 10 working days.

## Step 2

If you are not satisfied with the tribunal office manager's response you should write to the Area Manager of the tribunal that dealt with your case. The tribunal office manager's response will give you the Area Manager's name and address. Tell the Area Manager why you are not happy with the response. The Area Manager will look into your complaint and aim to respond to you in full within 10 working days.

## Step 3

If you are not satisfied with the Area Managers response, please write to the Chief Executive of the Tribunals Service. The Area Manager's response will give you the Chief Executive's address. Tell the Chief Executive which parts of your complaint you feel have not been fully addressed and why. The Chief Executive will ensure that an independent review takes place and aim to respond to you in full within 10 working days.

We aim to deal with your enquiries professionally, politely and confidentially. If we have made a mistake we will aim to put it right as soon as possible and apologise for it and for any inconvenience caused.

If we cannot send you a full response within the timescales specified, we will write to you explaining the reasons for the delay and let you know when you can expect the full response. It may not be possible for us to reply in time if,

for example, we need to seek the views of others involved in the complaint before responding.

We welcome your feedback about all aspects of our complaints procedure and will use your views to review and improve it.

## What if I am still unhappy?

We aim to treat all complaints fairly and sensitively. You can write to your MP at any time during the complaints process. Your local Citizens Advice Bureau can give you the name and address of your MP. You can also find his or her details at [www.writetothem.com](http://www.writetothem.com). Your MP may decide to refer your complaint to the Parliamentary and Health Service Ombudsman. An information leaflet and further advice is available by writing to this address:

*Office of the Parliamentary and Health Service Ombudsman  
Millbank Tower  
Millbank  
London  
SW1P 4QP*

**Helpline:** 0845 015 4033

**Fax:** 0207 217 4160

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

Please note that the procedure for escalating a complaint to the Ombudsman for some tribunals in Scotland may differ. We will tell you at step 3 of the complaints procedure who to contact next. Alternatively, please contact your local tribunal office for assistance.

## Can I claim compensation?

If you believe that you have incurred a financial loss as a result of something we have done wrong you should write to the office dealing with your case.

## How to contact us

You can contact us by:

- Speaking to a member of staff when you are at your hearing
- Phoning a member of staff at the office dealing with your case
- Writing, e-mailing or faxing the office dealing with your case

The name, address and phone number of the person dealing with your tribunal case will be given in the letters that we send to you.

## Alternative formats

If you would like to receive this leaflet in an alternative format such as Braille or large print please contact the office dealing with your case.

[www.tribunals.gov.uk](http://www.tribunals.gov.uk)

The Tribunals Service is an executive agency of the Ministry of Justice.