



# Unhappy with our service – what can you do?

## A guide for all our users

We understand that if something goes wrong, you want us to look into it and answer you quickly and accurately. We want to know when we don't deliver the service you expect so that we can learn from your experience and put things right.

This leaflet tells you how you can complain about the administrative service we provided. Complaints are helpful as they make us aware of how we can improve. It is also good to hear from you when you have experienced an excellent service from us.

## Complaints procedure

### Who do I contact?

You can tell us what went wrong by phone or in writing. Because we want to sort things out quickly for you, please contact the office where you had the problem as staff there are best placed to investigate your complaint and will try to do so promptly. If your complaint needs looking into further, we will aim to reply to you within 10 working days. We try to answer all complaints at this first step but will tell you what to do next if you are not happy with our reply.

### Review

If you are not happy with the reply to your complaint or the way it was handled, you can ask the senior manager at the office to carry out a review. You should explain why you are not satisfied. The manager will aim to reply to you within 10 working days.

### Appeal

If you are not satisfied with the senior manager's reply, you can appeal to the Customer Service Team. The senior manager responsible for the review will give you their contact details.

The Customer Service Team will take a fresh look at the way the court or tribunal handled your complaint and aim to reply to you within 15 working days.

## **Parliamentary and Health Service Ombudsman (PHSO)**

If you are still not happy with the reply from the Customer Service Team, you can ask the PHSO to look again at your complaint. The PHSO is an independent organisation which investigates complaints where a customer thinks they have been treated unfairly or received poor service from a government department.

If your complaint is about a court or tribunal in England and Wales or a tribunal in Scotland which is part of HM Courts & Tribunals Service, you need to ask an MP to refer your complaint to the PHSO. To find the contact details of your local MP, go to [www.parliament.uk/mps-lords-and-offices/mps](http://www.parliament.uk/mps-lords-and-offices/mps) or contact the House of Commons Information Office on 020 7219 4272.

We follow the PHSO's principles when considering complaints. These principles are on their website.

If you would like more information about the work of the PHSO, you can call their office on 0345 015 4033, email [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk) or visit the website at [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

### **Scotland**

If your complaint is about any court in Scotland, or a tribunal in Scotland which is not part of HM Courts & Tribunals Service, contact the Scottish Public Services Ombudsman. Information on how to do this is on their website at [www.spso.org.uk](http://www.spso.org.uk) and their helpline number is 0800 377 7330.

### **Victims and witnesses of crime**

We welcome feedback, including complaints, from all our customers and users. If you are a victim or a witness in a criminal case, you are entitled to information and support under the Victims' Code and the Witness Charter. You can find more information at [www.gov.uk](http://www.gov.uk)

### **When we cannot help**

#### **Judicial decisions**

If you feel that the judiciary have made a wrong decision, you need to consider the appeal process. We can't help you to decide this or investigate it through our administrative complaints process so we suggest you get legal advice.

## Judicial behaviour

If you want to complain about the way a tribunal judge or panel member, a court judge or magistrate behaved towards you, you must make your complaint to the relevant office within three months from when this happened.

i) For district judges in magistrates' courts or judges in other courts contact:

Judicial Conduct Investigations Office

Room 81-82

Queen's Building

Royal Courts of Justice

Strand

London

WC2A 2LL

Email: [inbox@jcio.gsi.gov.uk](mailto:inbox@jcio.gsi.gov.uk)

Website: [judicialconduct.judiciary.gov.uk](http://judicialconduct.judiciary.gov.uk)

ii) For magistrates, contact the court and they will give you details of the local advisory committee.

iii) For tribunal judges and members, contact the office where the problem arose and they will tell you whether your complaint should be sent to the regional judge, Tribunal President or the Judicial Conduct Investigations Office (see above).

