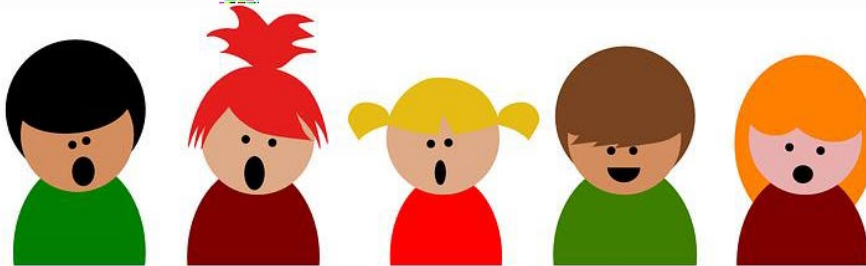


# COMPLAINTS GUIDANCE

Information for Children (Aged 12-15 years)



**Do you know you can complain about a tribunal member if you are unhappy about how they have behaved?**

We can carefully look into claims about a member's personal conduct. Examples of poor behaviour include:

- The use of inappropriate language.
- Being unpleasant, rude or nasty.
- Falling asleep during a hearing.

We cannot look at the decision made by the tribunal or how this has affected you. This would need to be done through a formal legal process, for example by requesting a review of a decision of the tribunal or appealing a decision. You may wish to take legal advice if you are thinking about asking for a review or appealing a decision of the tribunal.

# COMPLAINTS GUIDANCE

## Information for Children (Aged 12-15 years)

### When you should tell us?

You should tell us as soon as possible after you experience any behaviour that concerns you. You do not need to wait until your case is finished to complain.

If you make a complaint after 3 months, you must give us reasons as to why it has taken that time to inform us.



### What you should tell us?

- Your name.
- An address we can use to contact you – this can be an email address.
- The name of the person you wish to complain about.
- What you think they did wrong.
- When and where it happened.



**It's important that you give us as much information as possible.**

# COMPLAINTS GUIDANCE

Information for Children (Aged 12-15 years)



You can make a complaint by:

<p><b>Sending a letter to:</b></p> 	<p>Judicial Office for Scotland Parliament House Edinburgh EH1 1RQ</p>
<p><b>Sending an email to:</b></p> 	<p><a href="mailto:Judicialofficeforscotland@scotcourts.gov.uk">Judicialofficeforscotland@scotcourts.gov.uk</a></p>
<p><b>Sending a video to:</b></p> 	<p><a href="mailto:Judicialofficeforscotland@scotcourts.gov.uk">Judicialofficeforscotland@scotcourts.gov.uk</a></p>
<p><b>Sending a CD to:</b></p> 	<p>Judicial Office for Scotland Parliament House Edinburgh EH1 1RQ</p>

# COMPLAINTS GUIDANCE

## Information for Children (Aged 12-15 years)

If you wish to complain, but aren't sure of anything, please do not be afraid to ask someone for help.



### The following people can help:

- Staff at the tribunal
- Judicial Office Staff

Call - 0131 240 6677

Or email - [judicialofficeforscotland@scotcourts.gov.uk](mailto:judicialofficeforscotland@scotcourts.gov.uk)

- The Children's Service – My Rights, My Say

Email – [help@myrightsmysay.scot](mailto:help@myrightsmysay.scot)

Further information can be found at [www.enquire.co.uk](http://www.enquire.co.uk)

- Friends or family - An adult can make a complaint for you if you agree to it

### Accessibility

If you can't make your complaint in one of the ways listed or want information in another language or format such as large print, audio or Braille, please tell us by calling 0131 240 6677 or emailing [judicialofficeforscotland@scotcourts.gov.uk](mailto:judicialofficeforscotland@scotcourts.gov.uk)

# COMPLAINTS GUIDANCE

## Information for Children (Aged 12-15 years)

### What we will do:

#### First

- We will reply to you and let you know that we have received your complaint within 1 week.
- We may ask you for some more information if we need it.
- We will explain what the next steps are.



#### Second

- We will look at your complaint and if we cannot consider what you have said, we will tell you why.
- If we can consider your complaint we will tell you that we have passed it to a judge, who will tell us what they think.
- If the judge thinks the matter needs to be looked into more closely, we will let you know. You may be contacted by a judge to answer some questions.
- We will then send you a clear explanation of the result of your complaint.



#### Third

- If you are not happy with the way your complaint has been handled you can contact a Reviewer to look into how your complaint was handled. Further details are below.

# COMPLAINTS GUIDANCE

## Information for Children (Aged 12-15 years)

Your complaint is looked at in line with a set of rules. These rules are called the Complaints about Members of the Scottish Tribunals Rules 2018. A copy can be found at <http://www.scotland-judiciary.org.uk/75/0/Complaints-About-Members-of-the-Scottish-Tribunals> .

If you would like to speak to a staff member about the rules or to get them explained to you, please contact the Judicial Office for Scotland on 0131 240 6677 or email: [judicialofficeforscotland@scotcourts.gov.uk](mailto:judicialofficeforscotland@scotcourts.gov.uk) .

### Judicial Complaints Reviewer

If you are not happy with the way your complaint was handled. You can contact the Judicial Complaints Reviewer:

Mr James Mollison  
Judicial Complaints Reviewer  
Box 124  
196 Rose Street  
Edinburgh  
EH2 4AT

For further information please visit

<http://www.judicialcomplaintsreviewer.org.uk/>