

# Supreme Courts Customer Charter

The Supreme Courts are part of the Scottish Court Service and are the superior courts in Scotland. They consist of the Court of Session and High Court of Justiciary. The Court of Session is the supreme civil court in Scotland. The High Court of Justiciary deals with criminal appeals and serious criminal cases.

We are committed to providing a high standard of service and put customers at the heart of what we do.

We recognise that to serve you well we must understand your needs. We will always take time to listen to you through formal and informal feedback.

## About this charter

Attending court can often be a difficult and stressful experience. We aim to reduce any anxiety by setting out in this leaflet the standards and quality of service you can expect from us.

## Equality and Diversity

Our service will be fair irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation.

## Coming to the Supreme Courts

- Public offices are open
  - Monday: 10.30 – 17.00  
(Keeper's Office 9.00 – 17.00)
  - Tuesday – Thursday: 9.00 – 17.00
  - Friday: 9.00 – 16.45
- Maps and directions are available on our website [www.scotcourts.gov.uk](http://www.scotcourts.gov.uk)
- Clear signs are in place to help you find your way around the building
- Reception areas are clearly marked
- The accommodation is clean, adequate and comfortable
- You will have access to a payphone
- Induction loops are installed at some public counters and courts
- Access to the building, offices and some of the court rooms can be obtained by wheelchair users. Wheelchair users should contact us in advance
- You will be greeted by polite and friendly staff
- You will be seen at the time of your appointment, if any
- If you do not have an appointment, you will be seen as soon as possible
- We will respect your privacy and if appropriate offer to talk to you out of the hearing of others

## **Our standards**

We will:

- Pay jurors' expenses within 2 working days of accepting a correctly completed claim form
- To assist suppliers we will settle all invoices in full within 10 days of receipt
- Agents will receive invoices for Court of Session Fee Accounts within 2 working days of month end
- Process summonses, petitions and appeals within one working day of their receipt
- Issue all extract decrees within three working days of the due date or date of request
- In ordinary divorce cases, on receipt of the Minute for Decree, the process, productions and affidavits will be examined and put before a judge within 5 working days
- Publicise our timescales for personal injury cases from the date of the first defences are lodged to date of the first proof
- Publicise our waiting period for civil appeals from the date of the interlocutor appointing the cause to the roll to the earliest date of hearing
- Operate a free Jurors' telephone helpline service. This is a telephone message service which provides information to potential jurors. It gives information that aims to avoid any unnecessary attendance at court

## **Written enquiries**

We will

- Write, e-mail or telephone you within two working days of receiving your enquiry
- Acknowledge enquiries made to [supreme.courts@scotcourts.gov.uk](mailto:supreme.courts@scotcourts.gov.uk) within 1 working day
- Explain things in plain English and avoid using technical terms and legal jargon wherever possible
- Provide full details to allow you to contact us again
- Let you know if there is any delay in dealing with your enquiry

## **Telephone enquiries**

- You can contact us by telephone during normal office opening hours
- We will state our name and department when we answer your call
- If we cannot answer your enquiry immediately we will call back at a mutually agreed time
- We will return your call the same day wherever possible
- We will let you know if there is any delay in dealing with your enquiry

## **Special services**

- If you have hearing difficulties we can speak to you through the Text Relay service
- Some of our documents and leaflets are available in other languages, audio, large print or Braille. These are available on request
- If English is not your first language we can speak to you through Language Line, an interpreting service

Please let us know if you need any additional help.

## **Customer Care**

As part of our commitment to customer care we will:

- Conduct customer surveys to help us to find out the needs of our customers and improve our services
- Continually review and improve office procedures and standards
- Welcome suggestions that could lead to improvement in our service
- Participate in appropriate local community initiatives
- Conduct spot checks of our work
- Hold user group meetings to exchange information with customers

## **Access to Information**

- We will provide clear and correct information
- In cases where we cannot release information we will explain why

## **What we ask of you**

We can help you best if you:

- Treat us and other customers with courtesy and respect
- Provide any information you have which is relevant to your enquiry
- Provide any documents and reference numbers you have which are relevant

## **Complaints**

We have in place a formal customer complaints procedure if our service falls short of what you consider to be acceptable.

Copies of our complaints procedure are available on our website [www.scotcourts.gov.uk](http://www.scotcourts.gov.uk)

## Feedback

We welcome your comments, suggestions and views on any aspect of our service because we believe that this will help us to provide an improved service.

Please let us know if you are particularly pleased with any aspect of our service.

## Useful websites

You will find other useful information on our website

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

and on the Judiciary website

[www.scotland-judiciary.org.uk](http://www.scotland-judiciary.org.uk)

## For further information

For further information please contact us:

**By e-mail:** [supreme.courts@scotcourts.gov.uk](mailto:supreme.courts@scotcourts.gov.uk)

**By telephone:** 0131 225 2595

**By letter or in person:**

Supreme Courts  
Parliament House  
Parliament Square  
Edinburgh  
EH1 1RQ

**We can give you information about procedures and general matters but cannot give legal advice. We must remain impartial at all times and not show favour to any particular customer or group of customers.**