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## Overview

This standard is about dealing with enquiries and complaints received from members of the public, which can include whilst they are present in the court/tribunal building. It includes responding to the queries/complaints and presenting a positive image of the court/tribunal services.

Cases can be either criminal or civil in courts, or tribunal cases.

### **There are two elements**

- 1 Address queries regarding court/tribunal services and proceedings
- 2 Present a positive image of the court/tribunal services

### **Target Group**

This standard is for individuals whose responsibilities include dealing with general enquiries as well as complaints from members of the public attending courts/tribunals.

### Performance criteria

#### Address queries regarding court/tribunal services and proceedings

*You must be able to:*

- P1 establish accurately the nature of the enquiry
- P2 respond to queries clearly and accurately
- P3 encourage questions, check for understanding, and provide clarification where necessary
- P4 address any complaints correctly, establishing their nature and the circumstances leading to the complaints, within the limits of your responsibility
- P5 refer promptly any queries or complaints that are outside your expertise or authority to the relevant person, ensuring that the person raising the query/complaint understands the action being taken, the reason for it and a likely timescale for addressing the query/complaint
- P6 present information clearly, concisely and accurately, and in ways which promote understanding
- P7 keep confidential information secure
- P8 maintain accurate and up to date records regarding enquiries and complaints

#### Present a positive image of the court/tribunal services

*You must be able to:*

- P9 make time available to support others, demonstrating behaviour that shows respect, helpfulness and cooperation
- P10 deal with individuals in an ethical manner, recognising their needs with respect to ensuring equal opportunities
- P11 remain calm in difficult or stressful situations
- P12 respond positively to complaints and requests for information
- P13 ensure that your appearance and conduct meet organisational requirements

### Knowledge and understanding

*You need to know and understand:*

#### Address queries regarding court/tribunal services and proceedings

- K1 current organisational requirements and proceedings relating to dealing with enquiries and complaints from members of the public
- K2 the range of courts/tribunals within the scope of your responsibility, and the procedures within them
- K3 the range of court officials/panel members within the courts/tribunals within the scope of your responsibility, and their principal roles and responsibilities
- K4 the layout of the court/tribunal building and the facilities available to members of the public, including for example, toilets, refreshment/assembly areas, telephones and emergency exits
- K5 the rights, roles and responsibilities of all parties using courts/tribunals within your area of responsibility
- K6 the limit of your level of authority and to whom to refer where this is exceeded

#### Present a positive image of the court/tribunal services

*You need to know and understand:*

- K7 current organisational requirements relating to personal appearance
- K8 the importance of presenting a positive image of court/tribunal services

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## Respond to enquiries regarding courts/tribunals

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