

## **PROPERTY CHAMBER SERVICE AND STANDARDS**

### **You are entitled**

- to courtesy and helpfulness from tribunal judges and members, and from HMCTS staff;
- to be treated without discrimination;
- to expect your case to be treated impartially and with fairness to both sides;
- to state your case in writing or at a hearing;
- to have the same documents as the other party;
- to a decision and the reasons for the decision, which will be sent to you in writing.

### **General standards**

- We aim to provide clear, straightforward information about our service, including where to go and what to do if you need help.
- If you telephone to request forms we will respond within two days.
- If you wish to inspect the register of members' interests, we will make an appointment for you to look at it at the relevant office.
- If your hearing is delayed we will keep you regularly informed.
- We will tell you about your rights to appeal.

### **Telephone standards**

- We aim to answer the telephone between the hours of 9am and 5pm, Monday to Thursday and 9am and 4.30pm on Friday.
- We will deal with the query if we can; if we cannot, we will pass you on to the appropriate person or section.
- We will tell you whom we are transferring you to.
- If we need to find papers or files, we will offer to ring you back.
- We will offer to take a message if the correct person is unavailable and ask them to call you back.

### **To help you**

- user-friendly guidance is available on our procedures and jurisdictions; these are available on our website: <https://www.gov.uk/housing-tribunals>; please note that HMCTS staff can only offer information, not legal advice, about your case;
- pro bono legal advice schemes are available in some areas, and in some types of case, we offer a mediation service.

## **Special requirements**

If you, or anyone coming to a tribunal with you, have a disability or a particular need, we can make reasonable adjustments to help you use our service. You should contact the office dealing with your case as soon as possible to discuss your requirements with them.

We can provide the following:

- Foreign language and sign language interpreters at the tribunal hearing; Accessible offices for people with disabilities. If necessary, we will move the location of a case in order to provide these.
- If written material is required in a language other than English, or in a more accessible format (eg large print, or Braille) then a request should be made to the HMCTS office administering your case.

## **In return, we ask you**

- to give us accurate information;
- to be courteous to our staff, judges and members; please note that we do not tolerate offensive or discriminatory behaviour or language;
- to quote your case reference number on all correspondence, once your application has been made;
- if you change your address or representative, to inform us in writing immediately;
- to attend the tribunal on the day fixed for your hearing.

## **Complaints**

The leaflet Unhappy with our service - what can you do? sets out how you can complain about any aspect of our administration; and is available from the HMCTS office that is administering your case.

Any complaint concerning a judge or tribunal member will be dealt with under The Judicial Conduct (Tribunals) Rules 2014 and should be sent to the Regional Judge for the region in which your case is being dealt with, within three months of the latest event or matter complained of.

Please note that we cannot consider any complaint about a decision made by the Tribunal, since this can only be dealt with by way of a formal appeal to the Upper Tribunal.

