

## Overview

This standard is about dealing with enquiries and complaints received from members of the public. It includes responding to queries and complaints and presenting a positive image of court, tribunal or prosecution services.

## Performance criteria

- You must be able to:*
1. establish the nature of queries in line with organisational requirements
  2. respond to queries in line with organisational requirements, and:
    - 2.1 encourage questions
    - 2.2 check for understanding
    - 2.3 provide clarification
  3. establish the facts of complaints in line with organisational requirements, including:
    - 3.1 the circumstances leading to the complaint
  4. refer queries or complaints outside your expertise or authority in line with organisational requirements
  5. confirm persons raising queries or complaints understand the actions being taken in line with organisational requirements, including:
    - 5.1 reasons for actions
    - 5.2 timescales for addressing queries or complaints
  6. keep information secure in line with organisational and legislative requirements
  7. maintain records of enquiries and complaints in line with organisational requirements
  8. deal with individuals in ways which promote positive behaviour and attitudes in accordance in line with organisational requirements

## Knowledge and understanding

- You need to know and understand:*
1. current organisational requirements and proceedings relating to dealing with enquiries from members of the public
  2. current organisational requirements and proceedings relating to dealing with complaints from members of the public
  3. the range of courts, tribunals or prosecutions within your responsibility and the procedures within them
  4. the range of officials in courts, tribunals or prosecutions within your responsibility and principal roles and responsibilities
  5. the layout of court and tribunal buildings
  6. the facilities available to members of the public
  7. rights, roles and responsibilities of parties using courts, tribunals or prosecutions services in your area of responsibility
  8. limits of authority and who to refer to when this is exceeded
  9. the importance of presenting a positive image of courts, tribunals or prosecutions services

Respond to enquiries regarding courts and tribunals

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**Relevant Occupations** Court Officer; Prosecution Officer; Tribunal Officer

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**Suite** Courts, Tribunals and Prosecution

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