

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:
 - 2.1encourage questions
 - 2.2check for understanding
 - 2.3provide clarification
- 3.establish the facts of complaints in line with organisational requirements, including:
 - 3.1the 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:
 - 5.1reasons for actions
 - 5.2timescales 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

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Respond to enquiries regarding courts and tribunals



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