



UKSC and JCPC Administrative Complaints Policy

24/08/2026

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Introduction

1. We take complaints seriously and deal with them according to the procedures set out in this policy. We aim to deal with complaints promptly and sensitively and to be courteous and helpful at all times. If you make a complaint, we will investigate it thoroughly and impartially.

What this policy does not cover

2. This policy sets out the procedures to follow if you have an administrative complaint. This policy should not be used for the following issues:

- **Judicial Decisions** - This policy cannot be used to complain about the outcome of a case or judicial decision. We cannot accept complaints which seek to reverse or otherwise change a judicial decision or are about the way a Justice has managed a case. As the Supreme Court is a final court of appeal its decisions cannot be appealed in the United Kingdom. There is no avenue by which you can make a formal complaint about its decisions.
- **Registrar's decision** - this policy may not be used to complain about a decision made by the Court's Registrar. If you believe that decision is wrong in law, you may apply for the Registrar's decision to be reviewed by a single Justice. To do this you must file a formal application to review the Registrar's decision (either by the portal or a pdf application form) and by paying the relevant fee (Rule 11(5) of [the Supreme Court Rules 2024](#), and [Court forms - UK Supreme Court](#).
- **Conduct of serving Justices** - whether sitting on the Supreme Court or the Judicial Committee of the Privy Council ("the JCPC"). The [Guide to Judicial Conduct](#) sets the standards of conduct to be expected of Justices of the Supreme Court and the [Guide to Judicial Conduct for the JCPC](#) sets the standards of conduct for the JCPC. You may make a complaint if you consider that a Justice's behaviour has fallen below the standards of conduct set out in the Guides through this policy. You should follow the [Judicial Complaints Policy](#).
- **Government Policy** - we do not deal with complaints about Government policy. If you have a complaint about Government policy, you should write to your MP, the relevant Government Department's Minister or appropriate representative for devolved bodies.

What can I complain about?

3. We will only deal with complaints under this policy pertaining to the administrative functions of the court. Examples include:
 - **Delay in administrative handling of a case, for example** the Court administration took an unreasonable time to acknowledge correspondence, process paperwork, or provide an update.
 - **Poor communication from administrative staff, for example you** did not receive a clear response to a query, were given inconsistent information.
 - **Failure to follow an administrative process, for example your matter was not** dealt with in line with the Court's stated procedure.
 - **Complaint about staff conduct, for example** a member of staff was discourteous, unhelpful, dismissive, or failed to deal with your enquiry appropriately. Please note that being informed of an outcome or decision which you disagree with does not automatically amount to a complaint.
 - **Concern about access arrangements at the Court or the conduct of a member of security staff or other contractor, for example you have concerns about** public access, visitor arrangements, publication processes, or Court services.
4. If your complaint is about the conduct of the Chief Executive, you should contact the Complaints Team using the Complaints form. Your complaint will be forwarded to the President of the Supreme Court who will then ask a Non-Executive Director of the Supreme Court to investigate your complaint. The Non-Executive Director will report to the President, and the Complaints Team will reply to you on the President's behalf.
5. **Please note no member of Supreme Court staff will tolerate inappropriate or unacceptable communications. We will not acknowledge or respond to rude or abusive communications. In all circumstances contacts of that nature will be referred to the Director of Corporate Services who will consider what steps may be taken, including, if they consider it to be appropriate, notifying the police.**

How do I make a complaint?

6. To make a complaint about an administrative issue, which includes complaints about the conduct of a member of staff or non-judicial activities undertaken by the Court please set out the details as clearly as possible on this form: [Complaints Form - UK Supreme Court](#) or in a letter to

Complaints Team
Supreme Court of the United Kingdom
Parliament Square
London SW1P 3BD

Time limits

7. A complaint must be made **within 3 months** of the conduct or activity complained of. We will acknowledge receipt of your complaint within 5 working days of receiving it.
8. The Director of Corporate Services may extend the time limit for making a complaint if they consider that there are good reasons to do so. If you inform us that you did not complain in time for medical reasons, we may ask you for proof of your medical condition.
9. We aim to resolve complaints as promptly as we can, and so far as possible within 20 working days. If a complaint gives rise to serious issues, we may need to take extra time to investigate it fully and properly. If this is the case, we will keep you informed of progress and let you know the new deadline.

What happens once I have made a complaint?

10. The Complaints Team will first decide whether your complaint can be responded to effectively in accordance with this policy. If the complaint falls into one or more of the following categories:
 - i. it seeks to reverse or otherwise change a judicial decision, which includes the outcome of an application or appeal, including a decision made by the Registrar

- ii. it concerns judicial case management

the Complaints Team will inform you that whilst your complaint has been recorded and you will receive an acknowledgment, it will not be treated as a complaint, and the Court will not respond substantively.

- iii. the concerns are about the conduct of a serving Justice or member of the Supplementary Panel

you will be redirected to the policy which should be followed for the nature of your complaint.

11. If it is determined that your complaint is a valid one to be considered under this policy, the Complaints Team will investigate the details in consultation with the appropriate department in the Court and you will receive a reply from the Complaints Team via email.
12. That investigation will consider all the available evidence and take into account the nature of the complaint and any other relevant factors. A decision will then be taken on whether to uphold or not uphold your complaint.

What information will I receive in the complaint response?

13. The response you will receive from the Court will include the following:
 - An acknowledgement of the matters you raise and a summary of them.
 - The process the Team have taken to investigate the complaint, for example reviewed emails and paperwork or spoken to the team involved.
 - A summary of what has been found during the investigation. Where we have identified mistakes or things we could have done better, we will say so and inform you what lessons we will learn from that or what we will do differently in future.

- Whether your complaint has been UPHOLD or NOT UPHOLD. In some circumstances it may be right to PARTIALLY UPHOLD your complaint and if that is the case, the reasons for that will be fully explained to you.
- We will explain what the next steps are if you remain dissatisfied with the response of the investigation and the information you have received.

What if I am not satisfied with the complaint response I received?

14. If you are not satisfied with the outcome of your complaint or with the way your complaint has been handled, you must contact us **within ten working days** of receipt of the complaint response by completing this form: [Complaints Form - UK Supreme Court](#) or by letter to

Complaints Team
 Supreme Court of the United Kingdom
 Parliament Square
 London SW1P 3BD

15. Please put "**Review of complaint**" in the title of the online form and explain clearly what part of the outcome you remain unsatisfied with or the specific handling concerns you have.
16. The Complaints Team will acknowledge your correspondence and will refer the review to either the Director of Corporate Services or the Registrar - namely an appropriate senior member of staff who was not involved in the original complaint response. They will look into the complaint and the Complaints Team will respond to you on their behalf.
17. Neither the Director of Corporate Services nor Registrar will investigate the complaint in full again. The purpose of the review is to consider the outcome or how the complaint was handled so will review the specific points you have raised in your request for a review.
18. Again, it is important to highlight that the Director of Corporate Services specifically will not undertake a review of a judicial decision or outcome

and, consistently with paragraph 2 above, your request for a review will be acknowledged but you will be informed you will not receive a further response.

19. The response you will receive from the Director of Corporate Services or Registrar will include the following:

- An acknowledgement of the matters you raise and a summary of them.
- The process they have taken to investigate the areas you have raised, for example reviewed emails and paperwork or spoken to the team involved.
- A summary of what has been found during the review. Again, where we have identified mistakes or things we could have done better, we will say so and inform you what lessons we will learn from that or what we will do differently in future.
- We will state clearly whether the complaint review has been UPHELD or NOT UPHELD. As with the initial complaint, in some circumstances it may be right to PARTIALLY UPHOLD your complaint and if that is the case, the reasons for that will be fully explained to you.
- We will explain what the next steps are if you remain dissatisfied with the response of the review and the information you have received.

What if I am still not satisfied?

20. If you are not satisfied with the response you receive from the Court, you can ask the Parliamentary and Health Service Ombudsman to investigate.

21. The Ombudsman is completely independent from Government and the Civil Service. They investigate claims that individuals have suffered because a government department, agency or other public body has not acted properly or fairly or has provided a poor service.

22. You cannot approach the Ombudsman yourself but may ask a Member of Parliament (MP) to do this for you. You can contact the Ombudsman on

their telephone helpline 0345 015 4033 or via their website:
<https://www.ombudsman.org.uk>.

Summary of the Administrative Complaints process

