



## **UKSC Complaints policy (administrative)**

1. This policy sets out the procedures to follow if you have an administrative complaint. This could include

i.a complaint about how your case has been dealt with

ii.a complaint about a member of staff (except the Chief Executive – see paragraph 12 below)

iii.a complaint about a UKSC administrative policy or consultation.

2. For complaints about a Justice or the Registrar in carrying out their judicial functions please see paragraph 19 below. For decisions of the Court please see paragraph 4 below.

3. If you wish to make a complaint about an administrative issue, which includes complaints about members of staff or non-judicial activities undertaken by the court please set out the details as clearly as possible in 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

## **Complaints about decisions made by the Supreme Court of the United Kingdom**

4. The UKSC is a final court of appeal and as such its decisions cannot be appealed in the United Kingdom. There is no avenue by which you can make a formal complaint about its decisions. If you complain about the outcome of any application or appeal, please be aware that whilst your

complaint will be filed and you will receive an acknowledgment it will not be treated as a complaint and the court will not respond substantively.

### **How will my complaint be handled?**

5. We treat all complaints seriously. When we receive your complaint the Complaints Team will investigate the details in consultation with the appropriate department. Our reply to you will come from the Complaints Team on behalf of the senior member of staff with oversight of the area of complaint (the Chief Executive, the Director of Corporate Services, or the Registrar).

6. Our aim is to

i. Acknowledge complaints within 5 working days

ii. Respond substantively to complaints within 20 working days of acknowledgment

If it is not going to be possible to keep to those deadlines you will be informed.

7. We record all complaints so that we may learn from them.

8. If we decide your complaint should be upheld we will apologise and explain how we intend to put the situation right.

9. If we decide your complaint should not be upheld we will explain why.

10. If we cannot uphold your complaint we will inform you of any steps you can take if you want it investigated further. Please see paragraph 13 below for guidance on how to ask for a review of your complaint outcome.

11. Please note no member of UKSC staff will tolerate inappropriate or unacceptable communications. We will not acknowledge or respond to rude or abusive letters, emails or telephone calls and in the case of telephone calls, we will politely end the call. In all circumstances communications of this nature will be referred to the Director of Corporate Services and Change who will consider what steps may be taken, including, if she considers it to be appropriate, notifying the police.

### **If your complaint is about the Chief Executive**

12. 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 UKSC 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.

### **Not satisfied with the outcome?**

13. If you are not satisfied with the outcome of your complaint or with the way your complaint has been handled you must reply to us within 14 days of receiving the outcome of your complaint.

14. Please put "Review of complaint" in the title of the online complaint form.

15. The Complaints Team will acknowledge your correspondence and will refer the review to either the Director of Corporate Services and Change 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 respond to you directly, but will copy in the Complaints Team. We aim to deal with reviews of complaints within 20 working days from acknowledgment.

### **Still not satisfied?**

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

17. 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.

18. 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>.

19. If you have a complaint about the conduct of a Justice, then you will find more details about the Judicial Conduct policy for the UKSC, and details of how to submit your complaint here [Judicial conduct - UK Supreme Court](#).

### **Government Policy**

20. We do not deal with complaints about Government policy. If you have a complaint about Government policy, you should write to your MP or to the relevant Government Department's Minister.