

# The level of service you can expect

## Provision for people with disabilities

If you need special help when attending hearings or in your dealings with this office please contact us and we will make every attempt to accommodate your needs.

## Telephone Standards:

- We aim to answer the telephone between the hours of 9am and 5pm, Monday to Friday.
- We aim to answer the phone within 5 rings, tell you who you are speaking to and who is dealing with your case.
- We will be polite and helpful.
- We will deal with the query if we can, if not, we will pass you on to the appropriate person or section.
- We will tell you the name of the person, or section, to which we are transferring you.
- 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.

## General Standards:

- If your tribunal hearing is delayed we will keep you regularly informed.
- If you do not get the outcome you wished for in your case, we will tell you about your right to appeal.
- If you telephone to request forms we will respond within 2 working days.

- When you contact us about your case, we will provide you with accurate information about the appeals process and the stage your appeal has reached.
- We will give fair and equal treatment irrespective of gender, race, disability, sexual orientation or religious belief.
- We aim to provide clear, straightforward information about our service, including where to go and what to do if help is needed.

## To help us deal with your application or appeal

- Please quote your case reference number from this office on all correspondence.
- If you change your address or representative, please inform us in writing immediately.

## Suggestions, comments, or compliments

The leaflet “a positive step forward – your guide to giving feedback” details how you can comment on, pay a compliment or complain about any aspect of our administration. It is available, upon request from.

The Tribunal Manager  
Upper Tribunal (Administrative Appeals Chamber)  
11<sup>th</sup> Floor  
Cardinal Tower  
12 Farringdon Road  
London  
EC1M 3HS