



The Supreme Court of the United Kingdom Complaints Procedure (non-Judicial)

The Supreme Court of the United Kingdom (UKSC) was established by the Constitutional Reform Act 2005. It is a non-Ministerial department.

The Court hears appeals on arguable points of law of the greatest public importance, for the whole of the United Kingdom in civil cases, and for England, Wales and Northern Ireland in criminal cases.

Additionally, it hears cases on devolution matters under the Scotland Act 1998, the Northern Ireland Act 1988 and the Government of Wales Act 2006.

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

The UKSC is the final court of appeal in England, Wales and Northern Ireland and for civil matters from Scotland. As such its decisions cannot be appealed in the United Kingdom and there is no avenue to complain about their merits.

The complaints procedure detailed below gives information about the handling of complaints against the conduct of members of staff, about the UKSC's administrative procedures, or about a policy or administrative decision taken by the UKSC. There are separate procedures for complaints about the conduct of the Justices or the Registrar in the performance of their judicial functions.

Requests for Information for personal data.

Requests for recorded information or personal data held by the UKSC are handled under the provisions of the Freedom of Information Act (2000) or the Data Protection Act (1998) as appropriate. If you are dissatisfied with a response you receive to any such request, there is a separate procedure for handling these as set out in the Acts. If you want to make an FOI request or ask for your personal data you should contact –

Freedom of Information
The Supreme Court of the United Kingdom
Parliament Square
London
SW1P 3BD

Email: foi@supremecourt.uk

Complaints about a member of staff or the UKSC's administrative procedures

If you have a complaint about a member of the UKSC staff (except the Chief Executive) or about its administrative procedures or non – judicial policy decisions you should write giving details of the complaint and your name and address to:

Sam Clark
Director of Corporate Services
The Supreme Court of the United Kingdom
Parliament Square
London
SW1P 3BD

Or email her at sam.clark@supremecourt.uk

If you have a complaint about the conduct of one of our consultations you should write giving details of the complaint and your name and address to:

Sam Clark – contact details as above.

Complaints about UKSC administrative policies

If you have a complaint about the merits of any UKSC policy you should write to –

Mark Ormerod
Chief Executive
The Supreme Court of the United Kingdom
Parliament Square
London
SW1P 3BD
Or email him at mark.ormerod@supremecourt.uk

How will my complaint be handled?

Our policy is to respond to all enquiries promptly and courteously. We treat all complaints seriously and aim to reply to them within 20 working days. If we cannot do that, we will keep you informed of the progress we are making with your complaint. If we decide your complaint is justified we will apologise and explain how we intend to put the situation right.

We record all complaints so that we may learn from them. If we cannot resolve your complaint we will inform you of any steps you can take if you want it investigated further. Please note that we will not respond to rude or abusive letters, emails or telephone calls.

If your complaint is about a member of the UKSC's staff or about its consultation or other administrative procedures or decisions the Director of Corporate Services will look

into the complaint and provide you with a reply. If you are not satisfied with the response, you may write to the Chief Executive at the UKSC's address above or by email to Mark Ormerod using the contact details given above.

If your complaint is about a UKSC policy, the Chief Executive will appoint a current or former Non-Executive Director, who was not involved in the decision to implement the policy which is the subject of the complaint, to investigate the complaint and report their findings to her. The Chief Executive will then respond to the complainant.

If your complaint is about the Chief Executive

If your complaint is about the conduct of the Chief Executive, you should write, giving details of the complaint and your name and address to:

The President
The Supreme Court of the United Kingdom
Parliament Square
London
SW1P 3BD

Or by e-mail the Personal Secretary to the President of The Supreme Court:
ayo.onatade@supremecourt.uk

The President will then ask a Non-Executive Director of the UKSC to investigate your complaint and, after reporting back to the President, to then respond to you.

Still not satisfied?

If you are not satisfied with the response you receive from the Director of Corporate Services, the Chief Executive, or, in the event of a complaint about the Chief Executive, the response you receive from the person appointed by the President to investigate your complaint, you may ask the Parliamentary and Health Service Ombudsman to investigate.

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.

You cannot approach the Ombudsman yourself, but may ask a Member of Parliament (MP) to do this for you. You can get a leaflet which explains how the Ombudsman might be able to help by telephoning their helpline on 0345 015 4033. More details can be found on their website www.ombudsman.org.uk

Complaints about the conduct of a Justice or the Registrar

If you have a complaint about the conduct of a Justice or the Registrar you should write giving details of the complaint and your name and address to Mark Ormerod, Chief Executive, whose contact details are given above. Your complaint will be dealt with in accordance with the UKSC's Judicial Complaints procedure, which is set out elsewhere.

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 or to the relevant Government Department's Minister.

2 January 2019