



## **Compliments, Suggestions or Complaints**

The Council Tax Reduction Review Panel (CTRRP) welcomes any compliments, suggestions or complaints based on your experience of our service. Every comment is appreciated and allows us to learn and improve the service we offer to you.

### **Compliments**

If you would like to compliment our service, staff, or let us know of a positive experience that you have had, we would be grateful for your feedback.

### **Suggestions and Complaints**

We hope that you will find your experience of using our service a positive one, but we recognise that we will not always get things right, or that there might be better ways to do things.

When you think something has gone wrong, the best thing to do is to raise the matter right away and see if we can resolve it.

If you wish to make a complaint, please tell us:

- Your full name and address.
- As much specific information as you can about the complaint including what has gone wrong, how you think we could have dealt with things differently or how you would like us to resolve the matter, or both.
- Your preferred way of being contacted by us about your complaint (telephone, writing or email).

We will try to resolve your complaint quickly, within 5 working days if we can. However, if your complaint is complicated or serious, it may need a detailed investigation. If this is the case we will aim to give you a full written response as soon as possible and within 20 working days. If our investigation will take longer than 20 working days, we will tell you and let you know when we expect to be able to fully respond to your complaint.

If you are still unhappy and have exhausted our complaints procedure, or are unhappy with the way we dealt with your complaint, you can ask the [Scottish Public Services Ombudsman \(SPSO\)](#) to look at it.

If you would like more information about our complaints procedure, it is available on the [Scottish Courts and Tribunals Service website](#).

## **How to submit your comments**

You can provide your comments by telephone, in writing or by email using the contact details below:

Telephone: 0141 302 5840

Email: [CTRRPAdmin@scotcourtribunals.gov.uk](mailto:CTRRPAdmin@scotcourtribunals.gov.uk)

Address: Council Tax Reduction Review Panel  
Glasgow Tribunals Centre  
20 York Street  
Glasgow  
G2 8GT

## **When we can't help you**

You cannot use the complaints process to challenge the final decision of the Panel.

If you are seeking to challenge the final decision of the Panel, then you can make an application for the decision to be set aside in some limited circumstances. For further information on this process, please see [Practice Note 1/2015](#) on the CTRRP website. You may also wish to consider the Council Tax Reduction (Scotland) Regulations 2012 (as amended) and the Council Tax Reduction (State Pension Credit) (Scotland) Regulations 2012 (as amended).

Alternatively, a final decision of the Panel can be challenged by way of a judicial review at the Court of Session on a point of law. If you wish to challenge a decision by way of a judicial review you should make enquiries with the office of the Deputy Principal Clerk of Session at the [Court of Session](#) in the first instance.

You may wish to seek legal advice from a solicitor if you wish to challenge a decision of the Panel.