



Council Tax Reduction Review Panel – Complaints Procedure

A complaint can be made by telephone, fax, in writing or by email.

In the first instance, you can call the numbers below and pass your complaint to a member of staff or ask to speak to the Operations Manager, and we will resolve your complaint wherever possible during that first telephone conversation. If that cannot be done, we will agree with you a timescale and plan of action and will respond to you by the agreed time.

If you contact us in writing, we will send you a reply within 5 working days. If we cannot fully respond to your complaint within that time, we will let you know when we expect to be able to do so.

When making a complaint:

- Please give us clear reasons why you are not satisfied and give as much specific details as you can.
- Please let us know how you think we could have dealt with things differently or how we could put things right, or both.

How to Contact Us

You can contact us by telephone, fax, email or letter.

Telephone: 0141 302 5840

Fax: 0141 302 5901

e-mail: CTRRPAdmin@scotcourtribunals.gov.uk

Address details: Council Tax Reduction Review Panel
4th Floor, 1 Atlantic Quay
45 Robertson Street
Glasgow
G2 8JB

What if I am still unhappy with my issue?

If you are still unhappy you can also make a complaint through the following link:

<http://www.scotcourts.gov.uk/complaints>

What if I am unhappy about a decision I received from the Panel?

The review decision of the CTRRP is final. If you are unhappy about a decision you have received on a **point of law** made by the Senior Convener or Panel, you have the right to appeal against that decision to the Court of Session.

To find out how to appeal, you should contact the Sheriff Clerk of the Sheriff Court covering the area nearest to the property that is the subject of complaint. It is also possible to raise the appeal proceedings in the jurisdiction that applies to the other party's place of business or residence. You should appeal within 21 days of being notified of this decision. If you do not appeal within 21 days, the Sheriff may refuse to hear your appeal.

You may wish to seek legal advice from a solicitor or advice from the Citizens Advice Bureau, if you wish to challenge a decision.