



Making a complaint

If you wish to make a formal complaint about the service we have provided, please do contact us to let us know in what way you are unhappy.

However, you can not use the complaints procedure to have a tribunal decision changed. If you disagree with a tribunal decision, in certain circumstances you can appeal to the Upper Tribunal or ask the tribunal to review its decision. There are strict time limits on when you can appeal. You will be advised of the time limits in the tribunal's decision letter.

When making a complaint it is helpful if you:

- make it clear what you are complaining about;
- give specific details
- let us know how you think we could have dealt with things differently.

You can complain about the way the tribunal is handling your application at any time during the process. Making a complaint will not normally delay the application.

The tribunal will normally reply in writing. If you send an e-mail and wish to have the response sent by e-mail, please let us know. You can make a complaint in either English or Welsh and we will respond in whichever language you write in to us in.

Who should I complain to?

If your complaint is about the way the tribunal handled your application, please address your complaint to the chairperson of the tribunal.

If your complaint is about the way the tribunal arranged the hearing of your application, please address your complaint to the secretary of the tribunal.

What happens after I have made a complaint?

The tribunal will deal with your complaint promptly and fairly. Once we have received your complaint, we will acknowledge it within 5 working days.

We will normally send you a full reply within 15 working days of receiving it. If a longer investigation is needed, we will explain what steps are being taken to deal with your complaint and when you can expect a full reply.

If we have made a mistake, we will apologise. We will tell you what went wrong and how we intend to put the service right.

Receiving a Complaint

When the tribunal receives a complaint we:

- treat it seriously;
- deal with it promptly and politely;
- respond by making a full explanation, an apology where we have got things wrong and details of action we have taken to avoid getting things wrong in future;
- try to learn from complaints and use them to improve our operations;
- keep a record of complaints and publish information on them in our Annual Report.