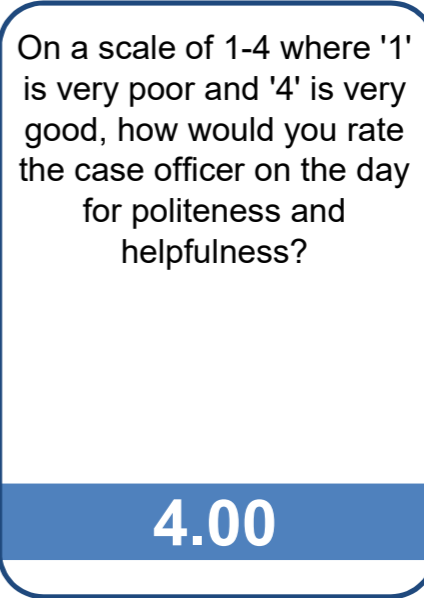
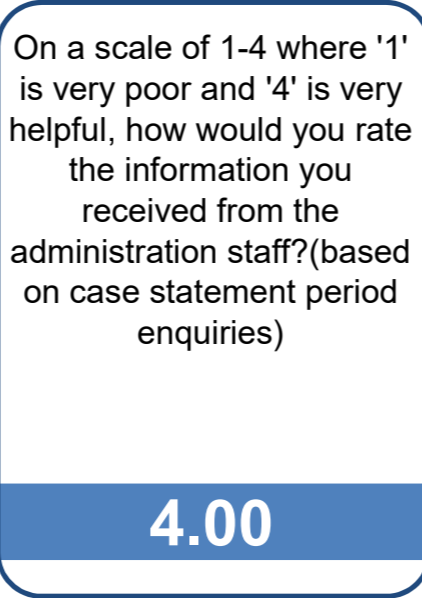
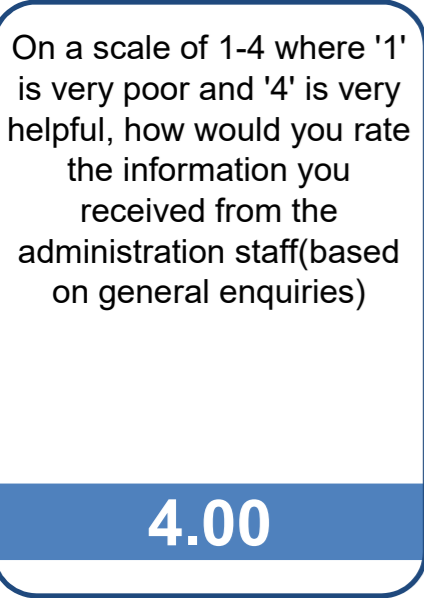


First-tier Tribunal for Scotland (Health and Education Chamber)

User Survey Results 2018/19



The Health and Education Chamber of the First-tier Tribunal for Scotland actively seeks to improve the service it provides to users. The Chamber seeks the views of tribunal applicants, respondents and their representatives by inviting them to complete a User Survey after their applications have been processed. The aim of this survey is to obtain measurable and constructive feedback from tribunal users in relation to the administrative process. During the reporting year from 1st April 2018 to 31st March 2019, the Health and Education Chamber received 8 responses to the User Survey. The results for each of the questions in the survey are detailed in the tables below.



Information and Assistance

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|-----|--|
| 1/3 | survey respondents were in contact with or made an enquiry to the staff of the Tribunal about the application process before submitting the reference or claim |
| 6/8 | survey respondents made further enquiries to the staff of the Tribunal during the case statement period |
| 6/8 | survey respondents participated in a case conference call before the hearing took place |
| 6/6 | survey respondents said the administration staff gave them all the required information to participate in the conference call |
| 6/8 | survey respondents attended the hearing |