

Cawashooyinka iyo aaraahda quseya Guddiga Kaalmada xagga Sharciga Skotland

Waxan dooneynaa in aan maqalno aragtidiina quseya adeegeena. Waxan dooneynaa in aad noo shegtid

- *marka aynu wax fiican sameyno*
- *Wax kasto aad u maleyneysid in aan sii fiicneyn karno, iyo*
- *Marka arrimuhu xumaadaan.*

Waxa muhim noo ah in aan sii xoojino nidaamka kaalmada sharciyeed, iyo aaraahdiina iyo waayo aragtidiina ayaa na caawin karaa si aynu ka hawl geli lahayn.

Maxaad naga filan kartaa

Waxan dooneynaa in aan ku siino adeegga ugu fiican annagoo: We want to give you the best service we can by:

- Mar kasta kula macaamileyno naamuus iyo ixtiraam
- Ixtiraamayna xaqqaagi, iyo dadka kale xagga kalsoonida
- Ku kaalmeyno haddii aad leedahay baahi gaar ah
- Si firfircoon u hawl galno sidii aynu u gaari lahayn heerka adeegeena aynu daabacnay iyo astaamaha hawlgalka.

Waxad heerka adeegga ka heli kartaa booggeena internetka ama na weydii koby-cinwaankeenu wuxu ku yaala dokumentiga gadaasheeda. Heerarkani ayaa jaangooneyaa waxa aad naga fili karto, oo ku jirta muddada ay ku qaadaneysa in lala macaamilo kiis marxaladaha kala duwan uu mareyo.

Jihadeenu waxay tahay in aan arrimaha toosino mar kasta- laakin mark qaarkood, waa aynu qaladanaa ama waqti dheer ku qaadnaa. Haddii u jiro mushkilad, waxa si dhaqsa leh wax ka qaban karnaa haddii aad nala socodsiiid si dhaqso ah.

Sidee ayeynu la dhaqanna cawashooyinka

Haddii aad ka cawaneysid adeegga aynu bixino-

- Si daacad leh ayeynu u eegeynaa cawashada, faahffahin iyo si caddaalad ah, iyo sida dhaqsa ah aynoo suurtoobeyso
- Si muhiimad leh ayaa la macaamileynaa

- Si asluub iyo kaalmo
- inkasto aad soo jeedisay cawasho , arjigaada quseya kaalmo sharciyeed si caadi ah ayaa lala dhaqmeyaa
- wax kala soocid oo kaa soo horjeeda ma jiri doono sabab kasta ha ahaate (sida midabka, qabiilka, jinsiyadda, diinta, cumriga, lab iyo dheddig, naafada ama garoobnimadaada)

Muddada ayku qaadaneyso in lala macaamilo cawashooyinka

Waxan dadaalna in cawashooyinka si dhaqsa ah la macaamilno. Haddii aan la macaamilin isla markii-

- Waxaynu toddoba maalmood gudaheeda ku ogeysiineynaa in aan qaabilnay cawashada iyo qeybta guddiga la macaamili doonto
- Waxan jawaab kaamil ah kula soo xiriiri doonnaa 28 maalmood gudaheeda
- Haddii ayna qaadaneyso muddo 28 maalmood ka badan, waxa aynu qoraal ku ogeysiineynaa sababta, iyo marka aad naga filan karto in aan jawaab kaamil ah ku soo dirno.

Haddii aad na weydiiso in aan dib u eegno cawashada, isla waqtigii ayey ku qaadaneyso.

Toosinta arrimaha

Marka ay arrimuhu xumaadaan, waxan isku daynaa in aan si dhaqsa iyo si caddaalad ah u toosino. Haddii qaladka uu annaga na saaran yahay, waxa aynu- When something goes wrong, we try to sort it out quickly and fairly. If we are at fault, we will -

- Aqbalnaa mas'uuliyadda iyo in aan ku yiraahno raalli naga ahaw
- Faahfaahino qaladka dhacay iyo sababta keentay
- In arrinta sida dhaqsada ah ee suurtoagal ah aan toosino
- In aan darsi ka qaadno cawashadaadi oo aan sii fiicneyno adeeggeena.

Maxaad nagala cawan kartaa

Habkeena cawashooyinka wuxu quseyaa cawasho xagga habka aan u shaqeyno. Wuxu saameyaa, methelan: Our complaints procedure is for complaints about how we do our work. It covers, for example:

- Cawashooyinka quseya shaqaalaheena- laga yaabo in aad dareentay in qof aad ku aragtasy xafiiskeena, aad la hadashay telefonka ama kuu soo qoray warqad ayna wax ku tarin ama ku xumeeyey
- Cawashooyinka quseya adeeggeena- laga yaabo in aad dareentay in aan daahno ama annu lu liidno shaqada, ama aan ku siinay war qalad ah ama aan caddeyn.

Tani ma saameyso, methelan, in aad na weydiiso in dib loo tixgeliyo go'aanno quseya natiijooyinka quseya kaalmada sharciyeed, ama cawasho quseya qareennada,

abukaatayaasha ama maxkamadaha. Kuwaas si kale ayaa loo la macaamilaa, waxan ku sharraxnay **boogga5** ee dokumentigani.

Ayaad u soo jeedineysaa cawashada

Haddii aad soo jeedineysid cawasho quseya adeegga aynu bixino:

1. Marka hore la hadal maareyaha qeybta aad la macaamileysid- isaga ama iyada ayaa badnaaba karti fiican u leh in ay xalliyaan mashaakilka isla markii. Haddii aysan xallin isla markaasi, maareyuhu wuxu si dheeraad ah u eegi doona arrinta, kaddib na uu 28 maalmood gudaheeda ku ogeysiin doonaa natiijada.

Maareeyaha magaciisa waxa aad ka heli kartaa booggeena internetka ama weydii gooteena telefonada. Ama, haddii aad noo soo qoreysid, warqadda u soo hagaaji m- The manager iyo cinwaanka qeybta quseysa.

2. Haddii aadan raalli ka ahayn natiijadani, ama sida shaqaalaheena la macaamileen cawashada, ama haddii aadan dooneynin in aad la hadasho maareeyaha sabab kasta ha ahaate, waxa aad cawashada u soo jeedin kartaa agaasimaha qeybta quseysa.
 - Cawasho ku saabsan arjiyada quseya kaalmada sharciga, la xiriir Tom Murray, Agaasimaha Adeegyada Sharciga iyo Arjiyaasha (Tom Murray, Director of Legal Services and Applications).
 - Cawasho ku saabsan lacag lagaa dooneyo inaad bixisid, ama lacag aad nagu leedahay, la xiriir Andrew menzies, Agaasimaha Adeegyada Sharikadaha iyo xisaabaatka (Andrew Menzies, Director of Corporate Services and Accounts).
 - Haddii aadan fahamsaneyn agaasimaha aad la xiriiri lahayd, fadlan la xiriir Madaxa Xafiiska Hirgelinta (The Chief Executive's office), oo kuu tilmaami doona qofka sax.

Waxad kalo na weydiin kartaa in aan dib u eegno cawashadaadi hore, ama aad ku dartid wax dheeraad ah oo aad u maleyneysid in aan ogaanno. Agaasimaha ayaa eegi doonaa cawashadaadi kuna soo jawaabi doonaa 28 maalmood gudaheeda.

3. Haddii weli aadan raalli ka ahayn, waxad codsan kartaa Chief Executive, Lindsay Montgomery, in ay dib u eegto cawashadaadi. Waxa aad u habboon in aad qoraal u soo jedisid codsigaaga. Hase yeeshe, haddii hab kale aad ku weydiisiid, Madaxa Xafiiska Hirgelinta way tixgelineyaan. Sida caadiga ahayd, jawaabta natiijada dib u eegidda waxa lugu ogeysiinayaa 28 maalmood gudaheeda.

Haddii aad soo martay tallaabooyinka oo dhan laakin aadan raalli ka ahayn sida aan la macaamilnay cawashadaadi, waxad cawashadaadi u soo jeedion kartaa Scottish Public Services ombudsman (guddiga Dhexdhexaadinta Adeegyada Shacbiga Skotland).

Habka loo soo jeediyo Cawasho

Waxad cawashada u soo jeedin kartaa

- Iyadoo qoraal ah, telefonka, faks ama e-mail ama adigoo shaqsi ahaan u yimaada in writing, by telephone, fax or e-mail, or in person
- Isticmaalaya BT Text Direct, oo ah adeeg oggolaanaya in dadka ku liita hadalka ama maqalka ay na la soo xiriiraan iyagoo isticmaalaya telefonka qoraalka(BT Text phone)
- Isticmaalaya formka oo laga heli karo booggeena internetka www.slab.org.uk (ama na weydii koby aan ku soo dirno)nusing the complaints form on our website at www.slab.org.uk (or ask us to send you a copy).

Cinwaankeena, telefonkeena, faks mnambar keena iyo cinwaanka e-mailka wuxu ku yaala dokumentigani gadaasheeda.

Marka aad soo jeedineysid cawasho, waxad naga caawin kartaa in aan si dhaqso iyo si sax ah ku soo jawaabno haddii aad na sii sid:

- Magacaaga iyo cinwaankaaga
- Nambarka ama nambarada tixraaca ee sharciyeed, haddii aad dalbatay kaalmo sharci
- Haddii aad tahay qof ka soo horjeeda arjile, magaca arjilaha iyo nambarka tixraaca ee sharciyeed haddii aad og tahay
- Magaca qof ka tirsan shaqaalaheena oo aad la xiriirtay arrintan darraaddeeda, ama nambar kasto tixraac ah aan ku xusnay warqadaha aan kula xiriirnay
- War kasto quseya arrintaada, iyo sida aad u maleyneysid in aan la macaamilno.

Iyo ku qor warqadda dusheeda erayga 'complaint'

Haddii aad doorbideyso, waxan haynaa form kuu tusaya warka aan kaa dooneyno. Haddii aad u baahan tahay koby , fadlan noo soo dir telefon ama noo soo qor, ama ka dejiso booggeena internetka.

Haddii aad na la xiriireysid telefon, e-mail ama faks ama xafiiskeena booqaneysid, waxa aan ku weydiin karnaa su'aalo dheeraad ah si aan u xaqiijino aqoonsigaaga. Tani waxa lugu badbaadineya kalsoonida iyo in aan xaqiijino in aan siinin maclumaadkaada shaqsiyadeed qof aan xaq u lahayn.

Haddii aad xafiiska nugu booqaneysid, waxay kaalmo noqoneysaa haddii aad marka hore telefonka ballan weydiisid. Sidaas, waxan diyaarin karnaa qofka sax ee aad la kulantid iyo in aan xaqiijino in ay helaan faylka saxa ah iyo warqadaha. Haddii markaasi aan la xallin arrintaada, waxad dooran kartaa in jawaabtaadi lugu la soo xiriiro telefon ama qoraal midkoodaaba.

Haddii aad noo soo qortid, ama faks noo soo dirtid ama e-mail, waxan caadiga ku jawaabeynaa qoraal.

Haddii aad u maleyneysid in qofna oo ka tirsan guddiga ku siiyey jawaab ku raalli geliyey

Haddii aadan raalli ka ahayn jawaabta Madaxa Xafiiska Hirgelinta (the Chief Executive), waxad cawashadaadi horgeyn kartaa the Scottish Public Service Ombudsman (Guddiga dhexdhexaadinta Adeegyada Shacbiga Skotland).

Xafiiska Guddigu wuxu tixgelineyaa cawasho ka timid guuldarrooyinka guddiyada shacbiyeed:

- Sida ay u maamulaan adeegyada
- Bixinta adeeggato provide a service
- Arrimaha quseya adeega dhexdiisa

Waxay ka fiirin karaan cawashada haddii ay kaa timid caddaaladaro ama dhibaato guuldarrooyinkaasi darraaddoda.

Waa in aad u dirtaa guddiga cawashaddadi 12 bilood gudaheeda kaddib marka aad ogaatay arrimaha aad ka cawaneyso. Hase yeeshe, marka ay jiraan duruuf gaar ah guddigu wuu tixgelineyaa cawashadaadi haddii ay ka daahato 12 bilood.

Guddigu ma la macaamilayo cawasho aan soo marin tallaabooyinka oo dhan ee aan ku sharraxnay dokumentigani iyo iyado ay ku jirto in aad la xiriirtay madaxa xafiiska hirgelinta (the Chief Executive), oo markaasi aadan jawaabtooda raalli ka ahayn.

Cinwaanka guddigu waa: Scottish Public Services Ombudsman, 4 Melville Street, Edinburgh, EH3 7NS. Ama sida kale, la xirrir 0870 011 5378, fax 0870 011 5379, ama e-mail enquiries@scottishombudsman.org.uk.

Ha isticmaalin habkeena cawashada in aad noo weydiisid in aan dib u eegno go'aan

Habkeena cawashada wuxu quseyaa cawashooyinka sida aynu u shaqeyno. Ma saameyo, methelan, in aad na weydiisid in aan dib ka fekerno go'aannada quseya arjiyada kaalmo sharciyeed, ama cawashooyinka quseya qareennada, abukaatayaasha, ama maxkamadaha. Kuwaasi hab kale ayaa loo la macaamilaa.

Haddii aan kuu diidnay arjigaada quseya kaalmo sharci

Haddii aan kuu diidnay kaalmo sharci quseya kaalmo sharci, waxad na weydiin kartaa in aan dib u eegno go'aanka. Waa aynu ka hawl geleynaa, natiijadana waan kula socodsiineynaa. Qareenkaaga ayaa kuu sharraxayaa. Waxad kalo weydiin kartaa Qeybta Arjiyada (Applications Department) in ay ku siyaan talo xagga habka loo weydiyo dib u eegid.

Waxan hayanaa warbixinno sharraxaya waxa aan tixgelino marka go'aan ku gaareyno in kaalmo la bixiyo. Haddii aadan haysan koby, fadlan weydii qareenkaaga ama na la soo xiriir.

Waxa dhici kartaa in aad maleysid, kaddib marka aan dib u eegnay arji quseya kaalmo sharci , in uu go'aanku ahaa mid sharcidarro ah ama aan macquul ahayn, ama aan isticmaalin habka habboon. Haddii ay sidaa tahay, waxad nga dacweyn kartaa maxkamad horteeda. Tani waxa loo yaqaana "judicial review" "dib u eegid maxkamadeed". Haddii ay maxkamaddu u maleyneyso in go'aankeenu ahaa mid aan sharciga waafaqsaneyn , ama aan isticmaalin habka toosan, waxa laga yaaba in ay na weydiiso in aan dib u eegno go'aankeena. Waxad u baahan doontaa talo sharciiyeysan sidii aad tallaabadaasi ku kici lahayd. Qareenkaaga ayaa war dheraad ah kuu siin karaa.

Haddii aad ka soo horjeesaneysa qof helaya kaalnimada sharciiyeed

Haddii aan ka fekereyno in aan bixino, ama aan siinay, kaalmo sharciiyeed qof kaa soo horjeeda kiis madani ah adna aad rumeysan tahay in aysan u qalmin kaalmo sharci, waxad noo soo qori kartaa asbaabaha. Waxad taasi sameyn kartaa mar kasta kaddib ay codsadeen kaalmo sharci ama marka aan ka fekereyno in aan siino kaalmo sharci. Xittaa haddii aad mar hore ka ashtakootay, waxan tixgelineynaa war cusub aad noo sheegi lahayd.

Waxan haynaa warbixin, "Tilmaan quseya ka soo horjeedayaash kiisaska madaniga" "Guidance for opponents in civil legal aid cases", taas oo sharraxaysa waxa aan kaa dooneyno. Fadlan akhri ka hor inta aad noo soo diri lahayd mawqifkaaga quseya arji ama bixinta kaalmada sharciga. Waa in lagu siya kobiga warbixinta , marka lagaa qaabilayo arjiga kaalmada sharciga, laakin haddii aadan haysan mid, fadlan na weydii mid.

Hay'adaha kale ayaa la macaamila cawashooyinka quseya shaqda takhassuska iyo maxkamadaha

Haddii cawashadaadi quseyso qareenkaaga

Marka hore la hadal isaga ama iyada. Haddii markaasi aadan raalli ka ahayn , la hadal lamaanaha shirkadda ee xiriirka kliyentiga, oo markaas isku dayeyaa inu xilliyo arrinta. Haddii markaas aad weli ka helin jawaabtiisa, la xiriir the Law Society of Scotland cinwaanku yahay 26 Drumsheugh Gardens, Edinburgh EH3 7YR, telefonka 0845 113 0018, ama war dheeraad ah ee habka cawashada ka raadso boogga internetka www.lawscot.org.uk. Haddii ay cawashadu quseyso kiis aad ku dalbanayso, ama lugu siiyey, kaalmo sharciiyeed, waxan jecelnahay in aad noo soo dirtid naqaal.

Haddii cawashadaadi quseyso abukaate

La xiriir the Faculty of Advocates, Advocates Library, Parliament House, Edinburgh, EH1 1RF, telefonka 0131 226 5071, ama war dheeraad quseya habka cawashada ka raadso boogga internetka www.advocates.org.uk. Haddii ay cawashadu quseyso kiis aad ku dalbanayso, ama lugu siiyey, kaalmo sharciiyeed, waxan jecelnahay in aad noo soo dirtid naqaal.

Haddii cawashadaadu quseyso maxkamadaha

Cawasho quseysa maxkamad, ama shaqaalaha maxkamadda, ee la macaamilay kiiskaaga, la xiriir the Scottish Court Service, Hayweight House, 23 Lauriston Street, Edinburgh, ED3 9DQ, telephone 0131 229 9200. Ama ka raadso war dheeraad ah quseya habka cawashada boogga internetka www.scotscourts.gov.uk Hase yeeshe haddii

maxkamaddu ahayd maxkamad hoose (xaafada), u qor karraaniga(the clerk) ee maxkamaddaasi.

Haddii cawashadu quseyso garsoore ama sheriff

Cawasho quseyso hawlgalka garsooraha ama sheriffka, u qor the Judicial Appointments and Finance Division, Scottish Executive Justice Department, Hayweight House, 23 Lauriston Street, Edinburgh, EH3 9DQ.

Haddii cawashadu quseyso maxkamad maridIf your complaint is about a prosecution

Haddii cawashadu quseyso habka maxkamadda loo mariyey kiis dembi, waxad la xiriireysaa the Crown Office and Procurator Fiscal Service, 25 Chambers Street, Edinburgh, EH1 1LA ama ka raadso war dheeraad ah quseyso ayyaga boogga internetka www.procuratorfiscal.gov.uk.

Aaraah kale

Inkasto dokumentigani kuu sheegeyo sida loo soo jeediyo cawashada marka aadan raalli ka ahayn adeeggeena, waxan soo dhoweyneynaa afkaaro ama aaraahyo quseyso wax kasto quseyso adeegga aan bixino iyo sida nidaamka kaalmada sharciiyeed u shaqeeyo. Waxan kale soo dhoweyneynaa aaraah quseyso habkeena cawashada, iyo sida aynu la macaamilno cawashadaadi.

Fadlan noo sheeg afkaartaadi adigo na la soo xiriiraya cinwaanka ku yaal boogga gadaasheeda ama noo soo dir e-mail general@slab.org.uk.

War ku saabsan kaalmada sharciga

Waxan soo saarna warbixinno taxan quseyso kalmada sharciga, sharraxaya sida aan ku gaarno go'aan in kaalmo la bixiyo kiis madani ama dembi ba, iyo waxa dhici doona mar haddii aad hesho kaalmo sharci. Waxad kalo war ka heli kartaa booggeena internetka www.slab.org.uk.

Sidee u isticmaalnaa warka

Sharciyyan, waxa aynu ilaalina sida aynu u isticmaalnoo warka dadka na siiyaan. Caadi ahaan war quseyso arji ku saabsan kaalmada sharcidiga ee na siiyey qof waxan hore u gudbinaa haddii qofkaasi na siiyey oggolaansho, ama haddii sharcigu noo amro in aan gudbino macluumaadkaasi. (Laakin, haddii aad weydiisid qof sida xildhibaan ka baarlamaanka skotland(MSP) inu na la xiriiro kiiskaaga darraaddeeda, adigoo sidaa yeelay, waxay la dhigmeysaa in aad noo oggolaatay in aan la xaajoonno macluumaadkaada). Waxa kalo waajib nugu ah in aan warka qaarkiisa kalsoonino, iyo inta kale aan bixino, taasi oo hoos imaneysa Xeerarka kal ah tan Badbaadinta Macluumaadka iyo tan kale ee Xurriyadda Wararka. (Methelan, kuma siin karno adiga

war quseya qof kale. Laakin waxad xaq u leedahay in aad na weydiiso maclumaadkaada aan kuu heyno, iyo qaar kale oo war quseya kaalmada sharciga iyo sida aan u shaqeyno).

Haddii aad dooneysid in aad ogaato war dheeraad quseya sida aynu u isticmaalno maclumaadka na la siyo, fadlan akhri dokumentigeena " Helitaanka Wararka" " Access to information" oo sharraxaya If you would like to know more about how we use information we are given, please read our leaflet "Access to information", which explains

- Sida aad u heli lahayd maclumaadkaada annaga noo keydsan
- Sida aan la macaamili doono war kasto quseya adiga
- Sida aad u heli lahayd keydka kale iyo wararka rasmiga aan keydino.

Waxad dokumentigani ku heli kartaa luqado kale , ay ku jirto luqada Gaelic, ama qoraalka indhoolayasha, ama xaraf waaweyn ama cajalado dhegeysiga. Waxad la xiriiireysaa the Scottish Legal Aid Board oo cinwaankiisu hoos ku yaal

Waxad dokumentiyaasheena ka dalban kartaa telefonka 0131 240 1985.

Telefonkeena guud waa 0131 226 7061. Waxaynu soo dhoweyneynaa xiriirka isticmaaleya BT Text Direct. Waxad faks na la soo xiriiri kartaa 0131 220 4878.

Cinwaanka guddigu waa:
44 Drumsheugh Gardens
Edinburgh
EH3 7SW

Cinwaanka Booggeenna internetka wa www.slab.org.uk. Cinwaanka e-mail ka waa general@slab.org.uk.

Waxa la daabacay March 2006