

**Office of the Public Guardian and  
Court of Protection**

Service standards



## Contents

Part A	Introduction	5
	About this booklet	5
	Office of the Public Guardian	6
	Court of Protection	6
Part B	General service standards and complaints resolution	7
	What can I expect when I contact the Office of the Public Guardian or the Court of Protection?	7
	What type of complaints do the Office of the Public Guardian and the Court of Protection deal with?	7
	What can I expect when I make a complaint?	8
	What if I am not satisfied with the response to my complaint?	9
	Part C	What are the Office of the Public Guardian service standards?
Lasting Power of Attorney and Enduring Power of Attorney registrations		11
Deputy supervision information		11

Part D	What are the Court of Protection service standards?	12
	Court applications	12
Part E	Useful information	13
	Key performance indicators	13
	Further reading	13
Part F	Contact us	14

# Part A: Introduction

## **About this booklet**

This booklet sets out the commitments made by the Office of the Public Guardian and the Court of Protection to those who use our services.

We call these commitments our ‘service standards’.

We measure our performance against these commitments and regularly report on the results. We frequently carry out surveys to make sure our commitments meet your needs and those of our clients.

Our service standards support our Key Performance Indicators, which are the targets against which we measure our performance. We report our progress against our KPIs in our Annual Report and Accounts, as well as to Ministers and the Government.

## **Office of the Public Guardian**

The Office of the Public Guardian (the 'OPG') is an agency of the UK central government department called the Ministry of Justice.

The OPG supports the Public Guardian who has a range of functions and responsibilities that contribute to the protection of those who lack capacity. Functions and responsibilities include:

- supporting and supervising Court-appointed Deputies;
- keeping registers of Deputies, Lasting Powers of Attorney (LPA) and Enduring Powers of Attorney (EPA); and
- investigating complaints about Deputies and Attorneys acting under a registered LPA or EPA.

6

If you are concerned or wish to raise a complaint about an Attorney or Deputy, you should contact us for advice.

## **Court of Protection**

The Court of Protection (the 'Court') is the specialist Court for issues relating to those who lack capacity to make decisions. The Court can make decisions or appoint Deputies to do so in the best interests of those who lack capacity.

## Part B: General service standards and complaints resolution

### **What can I expect when I contact the Office of the Public Guardian and the Court of Protection?**

Our commitment to you

- We will reply to letters, faxes and emails within 15 working days.
- We will see visitors to our office within 10 minutes, with or without an appointment.
- We will aim to answer telephone calls within 60 seconds.
- If you request application forms or printed advice we will post them within one working day.

### **What type of complaints do the Office of the Public Guardian and the Court of Protection deal with?**

It is important to note that we cannot deal with complaints about decisions made by the Court, as the Judges in the Court act independently of any administrative function of the Government.

Any decision made by a Court judge is a judicial decision. The law provides formal ways of challenging a judicial decision. If you disagree with a decision of the Court, contact us and we will advise you on how to request the Court to reconsider its decision or appeal a decision of the Court.

## **What can I expect when I make a complaint?**

Our commitment to you

If you make a complaint we will acknowledge it within two working days. Within 15 working days we will either provide a full response or explain why we cannot give a full response and when we will be able to do so.

We will do everything we can to resolve complaints related to our service as quickly and fully as possible. Making a complaint will not affect the standard of service you receive from us in the future.

8

The booklet OPG505 Putting things right: A guide on how to complain sets out the process for making a complaint. You can download this from our website or call us for a hard copy.

## **What if I am not satisfied with the response to my complaint?**

If you are not satisfied with our response to your complaint, you may take the matter to the Adjudicator. The Adjudicator is a fair and unbiased referee whose recommendations are independent.

### **The Adjudicator's Office**

8th Floor, Euston Tower  
286 Euston Road  
London NW1 3US

**Phone Number:** 0300 057 1111 (Typetalk facilities are available)  
020 7667 1832 (Typetalk facilities are available)

**Fax Number:** 0300 057 1212  
020 7667 1830

**Email:** [adjudicatorsoffice@gtnet.gov.uk](mailto:adjudicatorsoffice@gtnet.gov.uk)

**Website:** [www.adjudicatorsoffice.gov.uk](http://www.adjudicatorsoffice.gov.uk)

You can also take your complaint to a Member of Parliament, who may then pass it to the Parliamentary Ombudsman. For more information on the Parliamentary Ombudsman you can contact:

**The Parliamentary and Health Service Ombudsman**

Millbank Tower

Millbank

London SW1P 4QP

**Phone Number:** 0845 015 4033

**Fax Number:** 020 7217 4000

**Email:** [phso.enquiries@ombudsman.org.uk](mailto:phso.enquiries@ombudsman.org.uk)

**Website:** [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

## Part C: What are the Office of the Public Guardian service standards?

### **Lasting Power of Attorney and Enduring Power of Attorney registrations**

Our commitment to you

- We will register an LPA or EPA within five working days of the end of the relevant waiting period – provided there are no issues or objections in relation to the application.
- We will inform the applicant for registration of a LPA or EPA if there are any errors in their application within 10 working days of receipt.

### **Deputy supervision information**

Our commitment to you

- We will inform you of the type of supervision that applies to your Deputyship and explain what this involves within 35 working days of the OPG receiving the order from the Court.

## Part D: What are the Court of Protection service standards?

### **Court applications**

Our commitment to you

- We will contact the applicant within 25 working days of receipt of the formal application.
- Where no oral hearing is directed the Court will give a direction within 21 weeks of receipt of the application.
- Where an oral hearing is directed by the Court we will set the hearing within 15 weeks of the direction.

## Part E: Useful information

### **Key performance indicators**

The OPG and the Court service standards are linked to the Court's Key Performance Indicators. The Court has authority to override these administrative targets at any point in the application process. Applications that the Court considers urgent will be processed as early as possible within the set timescales.

### **Further reading**

The OPG and the Court provide a range of forms, information booklets and other advice, which you can download from our website or call us for further information.

## Part F: Contact us

### **Court of Protection and the Office of the Public Guardian**

Archway Tower  
2 Junction Road  
London N19 5SZ

**Phone Number:** 0845 330 2900

**Fax Number:** 020 7664 7705

**Email:** [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

**Website:** [www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)

**DX:** 141150 Archway 2

**Textphone:** 020 7664 7755 (If you have speech or hearing difficulties and have access to a textphone, call us for assistance.)

**International Calls:** +44 20 7664 7000

**International Faxes:** +44 20 7664 7705

### **Disclaimer**

OPG and Court staff can provide advice about OPG and Court processes only, and cannot provide legal advice or services. We recommend that you seek independent legal advice where appropriate. Information in this publication is believed to be correct at the time of printing, however we do not accept liability for any error it may contain.



# Court of Protection

**OPG503** - Service standards (06.08)

© Crown copyright 2008