

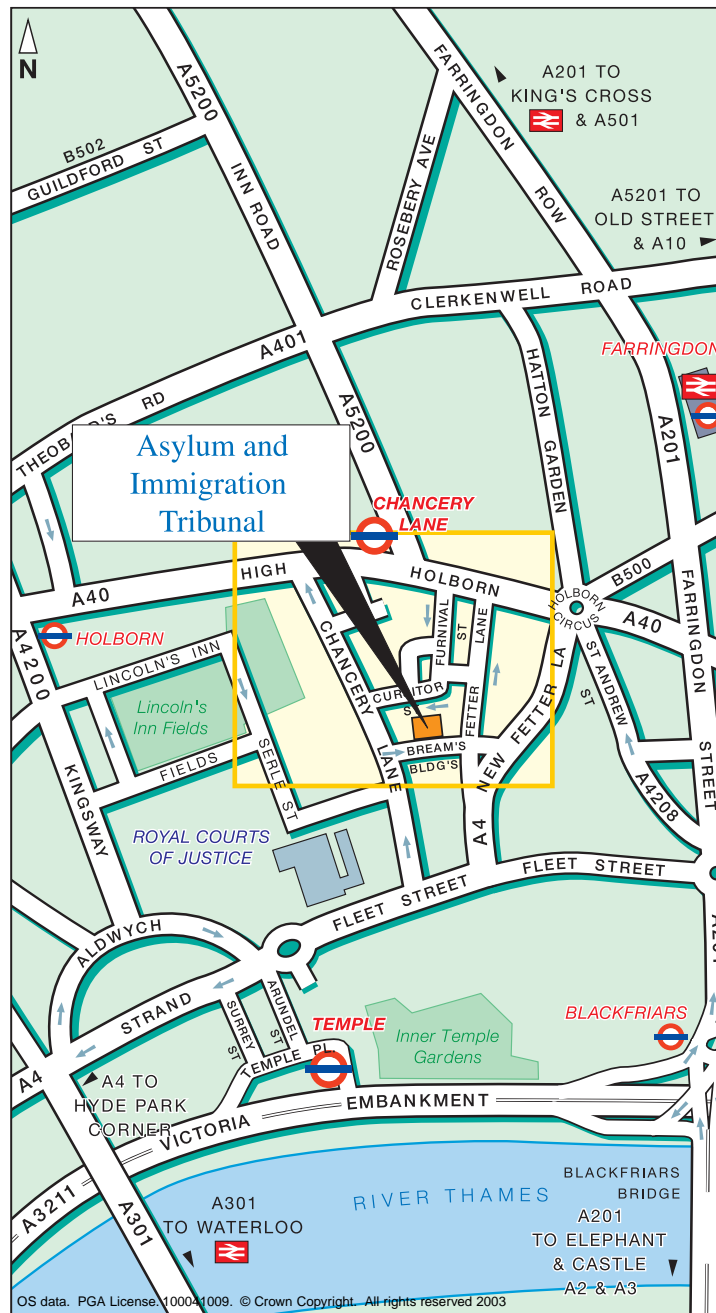
### What if I have a complaint about the hearing centre?

If you are not satisfied with the service that you receive at the appeal centre, please speak or write to the Customer Service Manager of the Field House hearing centre.

If you are not satisfied with the way your complaint has been handled you can take it up with the Director of Tribunals.


Director of Tribunals  
Cardinal House  
4th Floor  
12 Farringdon Road  
London EC1M 3BA


For general enquiries please call the  
Customer Service Centre 0845 600 0877  
Opening Hours 8.30am - 5.30pm (Mon - Fri)  
All calls are charged at the local rate  
All calls are recorded for training purposes  
[www.ait.gov.uk](http://www.ait.gov.uk)



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#### Public Transport

 **London Underground**  
Chancery Lane (Central Line),  
Holborn (Central & Piccadilly) &  
Both stations are within a 15 minutes  
walk.

 **Buses** - From Kings  
Cross/Euston take the number  
45 to Chancery Lane.  
From Waterloo take numbers 501 or 502  
to Chancery Lane.  
From Tottenham take number 341 to  
Waterloo.  
For further bus information please  
contact 020 722 21234



**Tribunals Service**  
Asylum and Immigration Tribunal

*Asylum and  
Immigration  
Tribunal*

**A guide to the  
hearing centre at  
Field House  
London**

**Customer Service Centre 0845 600 0877**  
**Minicom (text phone) 0845 606 0766**

### **Where is the hearing centre?**

The hearing centre is at  
Asylum and Immigration Tribunal  
Field House  
15 Bream's Buildings  
London  
EC4A 1DZ

### **When is the hearing centre open?**

The hearing centre is open on Monday to Friday, between 9 o'clock in the morning and 5 o'clock in the afternoon.

The hearing centre is closed at the weekends and bank holidays.

### **How can I contact the hearing centre?**

You can telephone Arnhem House Customer Services or you can write to us at the above address.

Our telephone number is 0845 600 0877

Minicom number: 0845 606 0766

If you want to send a fax our number is.  
020 7073 4091

Email: [customer@dca.gsi.gov.uk](mailto:customer@dca.gsi.gov.uk)

We also have a website at [www.ait.gov.uk](http://www.ait.gov.uk)

Please remember to give us your appeal reference number when you contact us. You will find this on all the documents we send you. It starts with words "Appeal no."

### **What is the building like?**

The building is a modern 6 storey office block called Field House.

There is a reception on the ground floor.

### **Where are the toilets?**

The toilets are on the ground floor and 2<sup>nd</sup> floor.  
Toilets for disabled visitors are on the 2<sup>nd</sup> floor.

### **What if I need special help?**

There is easy access for our disabled customers. If you think you may need help please contact us. This will help us to make your visit go smoothly.

Please telephone us on 0845 600 0877 and ask for Field House Customer Service Manager if you are worried about visiting us. We have a loop system for customers with hearing difficulties. Please inform us on arrival if you require use of the loop system.

### **Where are the telephones?**

There are public telephones on the 2<sup>nd</sup> floor.

### **What about children?**

We do not allow children into the hearing room with you. If you bring someone to look after them, children can stay in the waiting area. Please remember that the appeal centre does not have anyone to look after babies or children.

### **What about eating?**

You are welcome to eat in the waiting area. You may wish to bring your own food.

There are machines for snacks and cold drinks on the basement floor and 2<sup>nd</sup> floor and a machine for hot drinks on the ground floor. There is also a water dispenser for public use. There are shops nearby that sell take-away food.

### **What about smoking?**

Please do not smoke in the building.

### **What about travelling to the hearing centre?**

See map attached.

### **Should I arrive early?**

Please arrive early, so that you have time to find the room where your hearing will take place. You will find a list of appeals being heard on the notice board on the ground floor.

### **Who can go to the appeal hearing?**

Hearings are usually open to the general public.

### **Am I welcome to look around the hearing rooms?**

Yes, when you come for your hearing you can have a look at the hearing room before your hearing starts. Please ask at reception. We are happy to show you around.

### **What if I need an Interpreter?**

If you think you need an interpreter at your hearing, please tell us or your representative before the date of hearing. Also tell us the language and dialect you will need. Only interpreters we provide can take part in the hearing. We pay for the interpreter's services. If you are thinking of visiting the tribunal before your hearing, we may be able to speak to you in your own language. Please ask.

### **Is there anything else that the hearing centre can do to help me?**

If you need a quiet area to pray, we have prayer rooms available. Please ask at our reception on the ground floor.

### **Does the hearing centre welcome suggestions and comments?**

Yes we encourage suggestions and comments. Please fill in a customer comment card and exit questionnaire which you can pick up at the ground floor reception or from a court clerk.