

- Physical Access**
- ▶ We are seeking to ensure that court facilities are safe, accessible and convenient to use.
 - ▶ There will be clear sign-posting to assist your movement within court buildings.
 - ▶ There should be appropriate signage directing you to courthouses and court offices.
 - ▶ We are implementing a structured programme to provide quality access for people with disabilities, including those with hearing and sight difficulties.
 - ▶ We particularly welcome comments from customers which might help us to improve access to and within our buildings.

Help us to help you We can help you best if you:

- ▶ Provide any information you have which is relevant to your inquiry.
- ▶ Provide any documents and reference numbers you have which are relevant.
- ▶ Follow any checklists or guidelines which you have been given.
- ▶ Treat our staff and other customers with courtesy and respect.

- Feedback**
- ▶ We welcome your comments, suggestions and views on any aspect of our service because we believe that this will help us to provide an improved service.
 - ▶ Please let us know if you are particularly pleased with any aspect of our service.

- Customer complaints**
- ▶ If our service falls short of what you consider to be acceptable, then we have in place a formal customer complaints procedure. Copies of our complaints procedure are available in all of our public offices.

Please note that the judiciary is independent in its functions. Accordingly, any decision, finding, judgement or ruling of the courts can only be addressed through the courts.

This is an information leaflet. It is not intended to be a legally binding document nor is it an interpretation of legislation.

The Customer Charter



COURTS SERVICE
An tSeirbhís Chúirteanna

What does the Courts Service do?

- ▶ Our mission statement is “to manage the courts, support the judiciary and provide a high-quality and professional service to all users of the courts.”
- ▶ The mandates of the Courts Service are:
 - to manage the courts
 - to provide support services for judges
 - to provide information on the courts system to the public
 - to provide, manage and maintain court buildings
 - to provide facilities for users of the courts.

What is this Charter?

This Customer Charter is a statement of the standards of service our customers can expect from the Courts Service.

Ethics and Professionalism

- ▶ We will conduct our business to the highest standards of ethical and professional behaviour in an atmosphere of mutual respect and courtesy.

Courtesy

- ▶ We will deliver our services promptly, courteously, efficiently and to the best of our ability. We will be polite and professional in all our dealings with you.
- ▶ We will act with integrity, impartiality and fairness at all times.

Equality and Diversity

- ▶ We will deal with you in a fair and open manner irrespective of race, gender, socio-economic status, language, disability, and/or other social attributes.

Visits to our offices

- ▶ All visitors to our offices will be treated with respect, courtesy and efficiency.
- ▶ We will do our best to ensure your privacy when you conduct business in our offices.

Correspondence

- ▶ We will reply to letters within 15 working days.
- ▶ If it is not possible to send a full reply we will send you an interim reply, explaining the position.
- ▶ We will reply fully to e-mails within 7 working days.

- ▶ Our correspondence will identify the writer's name and/or position, the address of the court office, a direct telephone number and an e-mail address.

- ▶ Our correspondence will be in clear language that is understandable and concise.

- ▶ Contact details for each court office are listed on our website (www.courts.ie).

Telephone

- ▶ Members of staff answering the telephone will identify themselves and their office.
- ▶ If our staff cannot help you immediately, they will take your details and let you know when you can expect to hear from us.

- ▶ We will endeavour to take your call without undue delay.

- ▶ Offices which have a message facility will return your call within one working day.

- ▶ Not all of our offices have message facilities. We are in the process of rectifying this.

Access to information

- ▶ We will promptly provide clear and correct information.
- ▶ In cases where we cannot release information, we will explain why.

- ▶ We will make available the Courts Service's information leaflets in all our public offices and on the website.

- ▶ We will make available certain relevant forms (such as those relating to Small Claims and personal Probate applications) to members of the public in court offices and on the Courts Service website.

- ▶ Other forms are available in the Rules for the various jurisdictions and on the Courts Service website.

(Please note that, while we are happy to provide information, the Courts Service cannot provide legal advice.)

Service through Irish

- ▶ If you write to us in Irish we will reply in Irish.

- ▶ We will make every effort to accommodate customers who wish to conduct their business through Irish.

- ▶ We publish our corporate documents in Irish (e.g. Strategic Plan, Customer Service Action Plan and Annual Report).

- ▶ We publish some of our information leaflets in Irish, and we are working to expand the range of information available in Irish.

- ▶ We will meet our commitments under the Official Languages Act, 2003.