

Customer Charter

Probate Office of the High Court

1st Floor Phoenix House, 15/24 Phoenix Street North, Smithfield, Dublin 7.

www.courts.ie

This Charter applies to the High Court Probate Office. There is a Courts Service Customer Charter which deals with the standards of service you may expect throughout the Courts Service and these standards also apply to the High Court Probate Office in addition to the standards in this Charter

The Probate Office will endeavour at all times to deal with our customers in a courteous and timely manner.

We will achieve this by:

- ▲ Issuing Grants to Solicitors within two to three weeks of the final lodgment date of applications for Grants of Representation.
- ▲ Issuing Grants to Personal Applicants within two to three weeks of the successful completion of their appointment with this office.
- ▲ Posting to both Solicitors and Members of the Public copy documents requested by them within three days of receipt of their request.

If you believe our service falls short of these standards please contact the office manager at 01 888 6183.