

Customer Charter

Dublin Circuit Court Civil Office

This Charter applies to Dublin Circuit Court Civil Office only. There is a Courts Service Customer Charter which deals with the standards of service you can expect throughout the Courts Service. The standards of customer service outlined in the Courts Service Customer Charter also apply to Dublin Circuit Court Civil office, in addition to the standards in this Charter.

- 1.** We will serve you at the counter in 20 minutes. If not, we will provide extra staff at the counter.
- 2.** If you lodge a Notice of Trial, you will be notified of your court date within 2 weeks. If you are not notified, let us know and we will give you a date immediately.
- 3.** All injunction orders will be available on the day of court.
- 4.** All orders with time limits will be available within 10 days of court.
- 5.** All infant orders will be available within 10 days of court.
- 6.** All other orders will be available within 4 weeks of court.
If an order is not available within the times specified above and you draw our attention to this, we will process the order for you that day.
- 7.** We will automatically post all orders to the party setting down the trial/motion. We will post out orders to other parties on request. Other parties can request orders by e-mailing circuitcourtorders@courts.ie
- 8.** We will process Judgment Sets within 4-6 weeks.
- 9.** We will process Judgment Mortgage Affidavits, Memorandums of Registry of a Judgment and Satisfaction Pieces within 2 weeks.
- 10.** We will pay out lodgments within 3 weeks of acceptance.
- 11.** We will reply to letters within 10 days.
- 12.** We will reply to e-mails within 5 days.
- 13.** If a file is stored off site we will arrange to make it available to you in less than 5 days (assuming it is available).
- 14.** We will pay out bail within 4 weeks of being requested to do so.
- 15.** We will pay out minors awards within 4 weeks of being requested to do so.
- 16.** We will meet regularly with customers to discuss this Charter and we will take their views on board.