



An tSeirbhís Chúirteanna
Courts Service



Customer Experience Action Plan 2026 – 2028

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Introduction

The Courts Service is committed to delivering services that are clear, fair and accessible to all.

Our Customer Service Charter sets out what users can expect: respectful treatment, timely responses, clear information, and support for individuals.

Under the Modernisation Programme, we have already improved the customer experience in several ways, such as developing a new jury portal, increasing the use of plain English, particularly on courts.ie, improving online accessibility, and simplifying forms and guidance.

This ongoing body of work remains focused on ensuring court users are at the centre of how services are designed and delivered.

This Action Plan builds on the standards we promise in our Customer Charter, setting out the specific actions we will take to deliver on our commitments in a consistent and measurable way.

To support this, the Action Plan is structured around four key action areas:

- Action Area 1: Access, Inclusion and Equality
- Action Area 2: Clear Information and Communication
- Action Area 3: Service Standards, Timeliness and Respect
- Action Area 4: Feedback, Engagement and Continuous Improvement.

Together, these action areas provide a clear framework for delivering practical improvements for court users, while ensuring that our Charter commitments and service standards are consistently applied across all services.

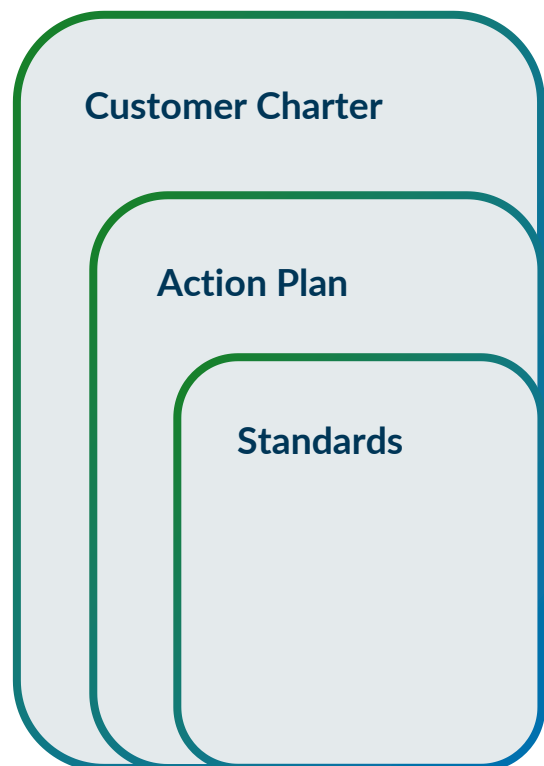
It also outlines the approach we will take to designing, implementing and reviewing these improvements.

Our Approach

The Courts Service uses a service design approach to improve the experience of people who use the courts. Service design means making a service easy to use and making sure it works well for people. We will improve our services using real user feedback.

This approach underpins how the plan has been developed and how improvements will be delivered.

This Action Plan is developed using our published [Customer Charter](#) together with the guiding [Principles of Quality Customer Service in the Irish Public Service](#).



This Action Plan also aligns with:

- Courts Service Strategic Vision 2030
- Better Public Services - Public Service Transformation Strategy 2030
- Design Principles for Government in Ireland

The plan promotes clear, consistent and respectful service across all channels, supported by staff training, continuous improvement and ongoing engagement with users.

1. Our **Customer Charter** sets out the Courts Service's commitments to our customers and outlines the quality service we want to deliver.
2. Our **Action Plan** outlines what we need to do to deliver on commitments in our Charter and continue to improve.

3. Developing our **standards** is part of our plan and will support our staff to deliver on our commitments.

The Courts Service and our Customers

As the Courts Service, we are responsible for providing information to the public about the court system, providing support services to the Judiciary and managing the courts operations, buildings and infrastructure

We are a frontline service-focused organisation supporting the courts and the Judiciary. Every day, our 1,346 people (as of February 2026) work across a nationwide network of offices and court venues, providing services in civil, criminal and family law to court users in all jurisdictions, from District to the Superior Courts.

We provide information and support services to a range of users including members of the public and justice sector partners.

Who are our customers?

We serve a diverse and complex customer base. Customers of the Courts Service include, but are not limited to:

- Court users, including litigants (represented and self-represented), defendants, victims and witnesses
- Jurors and prospective jurors
- Legal professionals
- Members of the public seeking information or services
- Support Services and Advocacy Groups
- Internal customers (Courts Service staff).

We work alongside a range of partners to deliver our services and meet customer needs, partners include but are not limited to: An Garda Síochána, Prison Service, Legal Aid Board, not-for-profit, voluntary, and charity organisations.

We also provide support services to the wider public, whose confidence in the system depends on trust in the fairness, accessibility and integrity of our service. This trust is built by transparency, consistency and public understanding of how the courts operate.

Putting court users at the heart of everything we do

The Courts Service exists to make the court system work for everyone. We recognise that many people need or experience the courts at stressful or vulnerable times, so it is essential that every interaction is clear, respectful and supportive.

In line with our Customer Charter, we aim to create a customer experience that makes it as easy as possible for people to engage with the courts. This means providing:

- clear, accessible information,
- simple and easy-to-use systems, processes and facilities,
- timely, accurate and consistent responses,
- professional, courteous and empathetic staff, and
- the right channels and customer service that meet people's needs.

By delivering this kind of experience, we help people access justice, build public trust, and strengthen their confidence in us. We are committed to continuously improving our services, guided by user feedback, innovation, and the principle that the needs of the people we serve come first.

Action Areas

Action Area 1: Access, Inclusion and Equality

Objective:

We aim to improve access and support so that court users can use our services fairly and confidently.

Actions:

- Improve digital accessibility across services.
- Improve physical accessibility where possible and be transparent where full accessibility is not available.
- Publish clear information on how court users can request additional supports.
- Apply universal design principles so that, wherever possible, everything can be used easily by everyone without needing special adaptations or separate designs.
- Enhance public information on court locations, facilities and accessibility features.
- Train our staff on the JAM Card initiative and keep our JAM Friendly status.
- Provide training to help staff support neurodivergent people and others with additional needs.
- Provide Trauma Informed Practice training for staff dealing with the public.
- Explore the provision of additional inclusion training for staff.
- Work towards providing the same quality of services in Irish as are available in English while ensuring that services in Irish are available without delay or difficulty.

Delivering on the commitments in the Customer Charter

Our customers can expect that:

- You will be treated with respect
- We will support you and provide additional help for those with extra needs.

Relevant Quality Customer Service Principles:

Equality and Diversity; Physical Access; Provide Choice; Official Languages

Action Area 2: Clear Information and Communication

Objective:

Support court users by providing clear, consistent and accurate information.

Actions:

- Drive the consistent use of plain English across customer facing content.
- Provide online information in both Irish and English to the fullest extent possible.
- Provide guidance to staff to ensure clear and accurate information is given to court users.
- Expand the use of multimedia formats, including short videos and step-by-step guides.
- Aim to keep courts.ie up to date, accurate, and easy to use by checking it regularly, and maintaining a high NDA score on the website.

Delivering on the commitments in the Customer Charter

Our customers can expect that:

- We will provide clear, accurate and up-to-date information
- We will provide application forms and other materials in Irish upon request.

Relevant Quality Customer Service Principles:

Information; Official Languages; Quality Service Standards

Action Area 3: Service Standards, Timeliness and Respect

Objective:

Ensure that every interaction with us is respectful, professional and timely, regardless of channel or location.

Actions:

- Provide customer service training to all staff.
- Apply the principles set out in our charter and standards to how we approach communications and interactions.
- Work towards respectful, clear and consistent signage
- Identify services where we can set clear, data-based standards, track performance, and use this to improve how we deliver them
- Promote respectful behaviour through multiple communication channels.
- Maintain and improve information available to the public.

Delivering on the commitments in the Customer Charter

Our customers can expect that:

- We will be polite, respectful and professional
- We will respond in a timely manner

Relevant Quality Customer Service Principles:

Timeliness and Courtesy; Quality Service Standards; Internal Customers

Action Area 4: Feedback, Engagement and Continuous Improvement

Objective:

Use feedback, complaints and engagement to improve services and build trust and transparency.

Actions:

- Review and improve the complaints process.
- Collect and use feedback from complaints, surveys, user groups, and non-government organisations, voluntary, charity not for profit and justice partners to spot trends and improve services.
- Track and use insights from local user group meetings.
- Courts Service Customer Experience team to deliver an annual Customer Experience Review with actions and outcomes.
- Develop a service catalogue listing all our services, what they do, and how each service is rated.
- Work more closely with partner agencies and stakeholders to deliver joined-up services.

Delivering on the commitments in the Customer Charter

Our customers can expect that:

We will listen to your feedback and use it to improve our services

Relevant Quality Customer Service Principles:

Complaints and Appeals; Consultation and Evaluation; Better Co-ordination

Delivery and Reporting

Delivery of this Customer Experience Action Plan will be overseen by the Courts Service Customer Experience (CX) Team, which will coordinate actions and support implementation across the organisation.

Progress will be monitored by the Customer Experience Working Group, providing oversight and assurance that actions align with the Customer Charter and the Principles of Quality Customer Service.

Progress and learning will be reviewed on a regular basis and reflected in an annual Customer Experience Review.