

## **Summary of the service standards in our new Customer Service Action Plan**

Chapter 2 of the Customer Service Action Plan sets out specific service standards for the Courts Service. Some of the standards which will be of direct relevance to staff in courts and court offices are set out below.

For more details and for general information about the improvements in services to court users that have been made since the Courts Service was established in November 1999, please refer to the full text of the Customer Service Action Plan (see document link). The Plan will shortly also be published, in both official languages, on our website [www.courts.ie](http://www.courts.ie) under publications.

The principal commitments we have given in the plan to court users are as follows:

- The public opening hours of all our offices will be indicated at each office and on our website, and we will seek to ensure that they met court users' needs
- All court users will be treated with dignity and respect
- When you call to our offices our staff will attend to you as quickly as possible
- Court offices' phone numbers will be displayed on our website and in any information leaflets we produce
- We will answer phones promptly and identify ourselves when answering
- We will return voicemail messages promptly
- Where we cannot answer your query immediately we will take your details and call you back
- We will reply to letters within 15 working days
- We will reply to emails within 7 working days
- Staff who are on leave or away from the office will use the automated "out of office" message
- Letters and emails we receive in Irish will be replied to in Irish
- The Legal Diary for the Supreme Court, Court of Criminal Appeal, High Court, Central Criminal Court and all Circuit Courts will be up-dated every day during the legal sittings
- Written reserved judgments of the Supreme Court, Court of Criminal Appeal and the High Court will be posted on our on-line judgment database
- We are committed to achieving universal access in all our buildings through the implementation of our court building and maintenance programmes
- We will work proactively to assist court users with special access needs to visit court buildings
- Where practical we will provide consultation rooms in all court venues
- We will provide adequate facilities for jurors at all times
- We will ensure that our website continues to be accessible to people with disabilities
- We will ensure that the information we place on our website about all court offices throughout the country is kept up to date
- We will continue to monitor and up-date the information leaflets on our website
- We will ensure that new information is translated into Irish and into a wide range of languages to meet the needs of court users as resources allow