



## **Customer service standards**

**Set out below are the service standards that customers can expect to receive from all staff in this court and from Her Majesty's Courts Service.**

- We will treat you with fairness, dignity and respect
- We will provide a welcoming and safe environment
- We will staff our public counters during advertised opening hours and publish how our services may be accessed, (this standard may not apply in courts that are open for hearings only)
- We will deal with you promptly and keep you fully informed of progress both inside and outside the courtroom
- We will answer the telephone promptly, between 9am and 5pm, Monday to Friday and will explain any delays, should they occur;
  - if your call is answered by an automated system we will provide an alternative number to contact if it is urgent and
  - if you give us a contact number, we will return your call the next working day
- We will make sure that information you are sent or that you see when in the court building will be in simple and clear language. If printed, wherever possible it will be in a format that meets the diverse needs of our customers and in Wales it will be bi-lingual.
- We will make sure any letter we send you deals fully with all matters raised, is signed personally and shows the name and contact details of the author
- We will respond promptly to any complaint made to the court by whatever means will provide the best service to you. If further investigation is required we will aim to respond within 10 working days
- We will provide you with details of HMCS website for online services and information and, where requested we will provide details of where you can obtain legal advice and assistance
- We will make reasonable adjustments to accommodate the needs of customers who come under the remit of the Disability Discrimination Act.

**If you have any questions or views about these standards, please speak to a member of staff. If you prefer you may complete a Comment Card and hand it in at the public counter or write to the Customer Service Officer.**