



Department of
Justice

www.dojni.gov.uk

CUSTOMER SERVICE STANDARDS

The Department of Justice (DOJ) is committed to providing a high standard of service at all times

This note sets out the minimum standards of service you can expect from us. If we do not meet these standards then you can expect a full explanation from us as to why. Please let us know if you are not satisfied with our services; your feedback helps us to put things right if they have gone wrong and to improve the standard of the services we provide.

We will:

- publish a set of customer service standards;
- provide you with clear information about our services;
- take all reasonable steps to make services accessible to everyone, including people with special needs;
- ensure that staff are polite and helpful at all times;
- aim to see visitors at the agreed time;
- aim to answer your telephone calls as promptly as possible and tell you their first name and/or business area of the person to whom you are speaking;
- answer your correspondence clearly within an agreed time; and
- Publish the complaints procedure for the Department.

Standard 1 – Publishing Service Standards

The Department of Justice (DOJ) is committed to providing a high standard of service at all times and seeks to attain the service standards set out in this document. Copies are available on our website – www.dojni.gov.uk or on request by telephoning 028 9052 8138 or by writing to:

Central Management Unit
Room A4.4 Castle Buildings
Stormont
Belfast
BT4 3SG

Standard 2 – Informing the Customer

Details of the Department and each of the agencies will be placed on the DOJ internet site. The DOJ also publishes a number of documents for use by its customers e.g. the Department's business plan. For copies of these documents visit our website at www.dojni.gov.uk or contact:

Central Management Unit
Room A4.4 Castle Buildings
Stormont
Belfast
BT4 3SG

Tel: (028) 9052 8138
Text Phone: (028) 9052 7668

Standard 3 – Service Accessibility

The DOJ aims to do all we can in making our services available to everyone, including people with special needs. Where possible, DOJ accommodation will be made accessible to callers, including

people with special needs. Where this is not possible, every attempt will be made to provide alternative access arrangements where necessary.

DOJ provides a comprehensive website, providing convenient access to all our publications, together with important news updates. DOJ is committed to ensuring the continued improvement of our online services. Where information is published in a format that does not meet the needs of the customer, alternative arrangements for communicating the information will be considered where it is practical and appropriate to do so.

Standard 4 – Consulting with Customers

DOJ is committed to consulting with its customers on our policies and business. Feedback helps us to improve the standard of our services and we welcome comments and suggestions at any time.

Standard 5 – Polite and Helpful Staff

DOJ is committed to treating its customers respectfully, courteously, considerately and fairly. Staff should act in a professional, polite and helpful manner when dealing with both internal and external customers.

Standard 6 – Seeing Callers

Reception areas will be advised of expected visitors in advance. When we make an appointment to meet you we will aim to arrive promptly. On occasions when we are delayed more than 10

minutes due to circumstances beyond our control, we will make every effort to advise you of this and agree a new time.

Standard 7 – Answering Telephone Calls

Phones will be answered as promptly as possible. Staff will give their first name and/or business unit when answering telephone calls. If we cannot deal with your enquiry we will do our best to provide you with a contact number for the business area we consider most likely to be able to help you.

Standard 8 – Answering letters, faxes and emails

We aim to respond to letters, faxes and emails within 10 working days of receiving them. We will include in our reply the name, email address, direct line telephone number and our full postal address.

We will reply to your letter, fax or email clearly, concisely and courteously and in plain English, avoiding jargon, abbreviations and acronyms.

Where it is anticipated that a full reply is unlikely to be provided within 10 working days, a holding response acknowledging that the enquiry is being addressed should normally be issued within 3 to 4 working days. Corporate letter headed paper will normally be used for all external correspondence.

For communications by email, “out of office” messages will be used during periods of staff absence with clear alternative contact details provided.

Standard 9 – Having a Complaints Procedure

The Department takes all complaints about the quality of its services seriously. A complaint about the services we provide might include the following:

- Maladministration
- Delays in receiving information/responses within accepted timeframes
- Difficulty in contacting the correct office, branch or person
- Incorrect information or guidance issued by the Department
- Attitude and conduct of staff

We have a three-stage complaints process and aim to provide a full and fair investigation of your complaint that respects your right to confidentiality. Full details of our complaints procedure can be found on the DOJ website. All relevant details should be provided; names, contact details, nature of complaint, particular events or incident, dates and names of staff members involved.

These procedures do not affect your right to ask the Ombudsman to investigate the matter for you if you are not satisfied with how we have handled your complaint. However, the Ombudsman will generally expect you to have used our complaints procedure before he accepts your complaint.