Abridged SERVICE DELIVERY CHARTER of the Department of Justice and Constitutional Development

The full version of the Service Charter and Service Standards can be obtained from the following: Court Manager and Chief Master at any court or Master's office, Regional Office or www.justice.gov.za

UBUNTU: The department upholds human dignity and ensures equal opportunities and fairness in its interactions in order to engender a spirit of trust and unity. The department promotes tolerance and respect for the diversity of its employees and the citizens of this country and draws strength from such diversity.

What you can generally expect at a service point/court/Masters' office

We acknowledge that your visit might be related to a traumatic and stressful experience. All our personnel are committed to making every effort to make your attendance a simple and worthwhile experience. You can expect the following standards of treatment when you visit our courts/service points/ Master's offices -

You can expect the personnel to:

a. deal with you professionally and accord you fair and equal treatment irrespective of your race, gender, socio-economic status, disability and other social attributes;
b. identify themselves by name and to wear a name badge for identification;
c. address you directly, with respect and due regard for your human dignity and other human rights; and
d. treat you courteously and provide you with an apology and an explanation if things go wrong.

When you arrive at any service point / court/ master's office you can expect:

a. to be kindly directed to a waiting area or the court room where your case will be heard;
b. to be provided with information which will help you find your way around the premises easily;
c. to be served by independent, accountable and impartial judicial officers who conduct their work with integrity and without bias;
d. our processes to be transparent, fair and reliable; and
e. facilities to be safe, accessible and convenient to use by all including people with disability.

If you phone us, you can expect personnel to:

a. answer the phone courteously, identify the centre and provide you with their names;
b. be helpful and deal with your inquiries promptly;
c. transfer your call to the appropriate area/person, where necessary.

If you write to us you can expect to:

a. receive a courteous and clear reply within fourteen (14) working days;
b. receive an acknowledgement of receipt within 7 working days and detailed correspondence in 14 working days if your matter is complex;
c. be sent correspondence in simple language and where possible, in your preferred language.

When you are requested to come to court you can expect:

a. to be provided, in advance, with clear information as to the time and place of your court appearance and what will happen in court;
b. the language used in the court to be simple and where possible, your preferred language.

There are some things that you can do to help us deliver quality service:

a. **Arrive** at the court on time for your case;
b. **Provide** any information you have that is relevant to your enquiry;
c. **Provide** any relevant documents and reference numbers;
d. **Follow** instructions sent or given to you by court officials as soon as possible;
e. **Tell** us in advance when you cannot get to court on time or carry out other requirements;
f. **Tell** us without delay of any change of address or change in circumstances relevant to your dealing with us;
g. **Tell** us in advance if you have special needs, for example, if you have a disability or if you require the assistance of an interpreter. We will endeavour to assist you according to our mandate; and
h. **Treat** other court users, court officials and the court buildings with respect and dignity.

How can you lodge a complaint?

At any service point/court/master's office

1. Ask for the Court Manager/ Office Manager and lodge your complaint. Ensure that you take down his/her name and leave your contact details, or;
2. Write your complaint and put it in the complaints box at the entrance of the service point/court;
3. Submit your complaint to our customer care e-mail address –
   - Court/service points: **servicedelivery@justice.gov.za**
   - Masters' offices: **chiefmaster@justice.gov.za**

If dissatisfied with the response, you can:

1. Contact the Office of the Regional Head of the Province in which the service point / court is situated. Telephone numbers and contact details are available at the service point / court;
2. Contact the Office of the Chief Master. Telephone numbers and contact details are available at the Master's Office.

Or

3. Write to:
   The Director-General
   Department of Justice and Constitutional Development
   Service Delivery Improvement Unit
   Private Bag X81, Pretoria, 0001

When you lodge a complaint you can expect:

a. an impartial, speedy and effective complaints handling procedure;
b. an apology and appropriate redress when you are not treated well or standards have not been met.

CUSTOMER'S OBLIGATION

We count on a strong partnership with you for the realisation of the promises in this Charter. We also count on you to be courteous towards the civil servants and treat them with respect.

LET US HAVE YOUR VIEWS

We value your views regarding the Department of Justice and Constitutional Development's services. Please let us have your views through the following:

Website: www.justice.gov.za

E-mail address:
- Courts / service points: servicedelivery@justice.gov.za
- Masters' offices: chiefmaster@justice.gov.za

Facsimile:
- Courts / Service Points: 086 641 4487
- Master's Offices: 086 544 4893

Complaints and suggestion boxes at service points / courts

Participation in regular Customer Opinion Surveys

the doj&cd
Department:
Justice and Constitutional Development
REPUBLIC OF SOUTH AFRICA

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