

Customer Bill of Rights

A Customer Shall Have The Right:

To Equal Access to Justice

- ~Judicial officers and court employees who are available to meet both the routine and exceptional needs of all
- ~Access to proceedings by participants (litigants, witnesses, attorneys and court personnel)
- ~Public access to open court proceedings
- ~Information pertaining to the status of a case where available
- ~Safe, accessible, affordable and convenient courts for all

To Timely Action and Reaction

- ~Efficient case management from processing to disposition
- ~Swift implementation of changes in the law, rules and established procedures

To Equality, Fairness and Integrity

- ~To be addressed with courtesy and responsiveness both inside and outside of the courtroom
- ~Fair and reliable judicial processes where court procedures adhere to laws, rules and established policies
- ~Cases which are given individual attention and decided consistently upon legally relevant factors
- ~Court decisions which are rendered with integrity

To a Judicial System which Acts with Independence and Accountability

- ~Accountability for the collection of fines as well as payment for services rendered (e.g. jury duty)
- ~Enforcement of court orders
- ~Responsible use and accounting for public resources

To Instillation of Trust and Confidence in the Judicial System

- ~Information and education about the court's programs and functions
- ~Business which is conducted expeditiously and fairly
- ~Questions answered by an informed and knowledgeable staff
- ~To be provided accurate directions to proper locations
- ~Prompt redress of expressed concerns, complaints and or recommendations