



Your first time at court?

What you can expect

In the court building you will find:

- polite helpful staff;
- clear signs to help you find your way around; and
- information leaflets on display.

If you are here for a hearing we will:

- show you the list containing your case and where and when it will be heard;
- arrange for you to wait apart from the other side and their witnesses;
- deal with your case as soon as possible. Your case may not start at the exact time given as other cases can sometimes take longer than planned;
- if your case is delayed we will tell you regularly how much longer you may have to wait; and
- in the exceptional circumstances of your case not being heard, we will release you as soon as possible.

You can telephone the court between 9am and 5pm Monday to Friday. We will:

- answer the phone quickly and helpfully;
- tell you who you are speaking to; and
- give a clear and helpful answer.

We welcome your comments on how we can improve our service to you.

If you have a complaint about the service you have received from court staff or the facilities available, please tell us immediately and we will do our best to sort the problem out there and then.

We have a formal complaint procedure, please ask staff for a copy of our leaflet '*EX343 - Unhappy with our service – What can you do?*'

We cannot deal with complaints about a decision made by a judge in a particular case. You may be able to appeal a decision in certain cases. Ask court staff for the leaflet '*EX340 - I want to appeal - what should I do?*'