



CUSTOMER SERVICE STANDARDS IN THE COURTS OF THE REPUBLIC OF MOLDOVA

- ① Our court employees are polite and ready to offer information to all court users.
- ② Our court employees deal with court users professionally and accord them fair and equal treatment, irrespective of gender, socio-economic status, disability and other social or political attributes.
- ③ The public counters at the court's Procedural Tracking and Documentation Division, the Archive Division and the Monitoring and Public Relations Division are open during the working hours posted next to each counter. Citizens can receive information and services they request at the counter within the shortest time possible.
- ④ At the public counters, court employees issue copies of case materials, such as enforcement titles, certified copies of decisions, judgments and sentences, and copies of hearing audio recordings, within the shortest time possible from the moment of receiving a written request from a court user.
- ⑤ At the public counters, court employees keep the confidentiality of people's personal data, private lives and integrity.
- ⑥ Our court employees use a simple language and respond to all inquiries promptly.
- ⑦ Our court employees wear name badges for identification.
- ⑧ If a citizen calls, the court employees will:
 - Answer the phone courteously within the shortest time possible, identify the court and give their names.
 - Be helpful and deal with people's inquiries and telephone messages promptly.
 - Provide the contact information of another official, where necessary
- ⑨ If a citizen writes to the court, the court employees will:
 - Offer a courteous and clear reply in maximum 30 days to petitions and in maximum 15 days to inquiries.
 - Write a response in a plain language and, where possible, in the person's preferred language.
- ⑩ If the court cannot provide the requested information because of its confidential nature, the court employees will communicate the reason that prevents them from offering this information.

We value your views of how these standards are enforced. Please fill out the form provided in the box next to the standards. We review visitors' opinions and suggestions regularly and take appropriate actions when standards have not been met.

Additionally, if these standards have been breached, you can lodge a complaint to the court president and expect an impartial, speedy and effective complaints procedure and an apology or appropriate redress.