

## **Establishment of a Customer Service Office to improve the work of the court**

### **Purpose**

Creating a team responsible for customer service in court. Relieving the employees of department secretariats

### **Assumptions**

1. The court serves a significant number of clients every day
2. Performing activities related to this disorganizes the current work of department secretariats
3. The work of the court should be judge-oriented – because it is the results of the work of the adjudicating staff that the court is held accountable for
4. A constant, large percentage of people coming to court are not aware of where to settle their cases – this makes it necessary to first determine where they need to go – these are additional duties for court employees
5. Gathering in one place employees serving the public allows for maintaining continuity of work in other court units
6. The above remarks also apply to the telephone service of customers to the appropriate extent
7. An efficiently functioning BOI significantly improves the image of the court's work

### **Create a tool**

1. The creation of a BOI requires allocating financial resources for this purpose, transferring staff to it and designating the place of office work
2. This complex process should be carried out by a designated team of people who will properly implement all stages of the project
3. When making a decision to transfer staff, it should be remembered that the BOI is the first line of information and if it does not provide satisfactory information, the client will continue to look for opportunities to settle their case in court
4. Persons working in the BOI should therefore be familiar with the specifics of work in the departments
5. It is also necessary to designate a method of contact with the departments in situations where the BOI is not able to provide information or settle matters
6. The efficient functioning of the BOI depends on well-trained staff working in a team
7. It is important to properly mark the court so that customers can easily get to the office

### **Description of the functioning of the practice**

1. The key issue for the functioning of the BOI is to ensure technical working conditions – it is not possible to provide information in a situation where there is no access to it

2. Therefore, it is necessary for the court to work on the basis of the IT system to the fullest extent possible
3. A great technical support for the BOI is the electronic queuing system
4. It also enables the preparation of statistical analyses of the work of the office – they support development and enable the improvement of work procedures
5. The BOI must operate on the basis of regulations
6. It is important that forms and instructions for clients are available in the place where the office operates
7. Working in a unit with such a specificity requires providing support for the clients – it can be an HR unit, a psychologist or another designated person. It is important that BOI employees know who they can contact if necessary

### **Benefits**

1. The BOI improves the public perception of the court by focusing on customer service
2. Enables secretariats to continue their work
3. Thanks to the specialization of employees, customer service is more efficient
4. Analyses of the work of the BOI serve to better illustrate the work of the court

### **Cost of implementation**

1. The cost of purchasing computer equipment for employees
2. Cost of customer service training
3. Cost of a separate room on the BOI
4. Cost of purchasing a queuing system
5. Cost of preparing and printing templates and forms for customers

### **Other necessary expenditures/activities**

1. Issuance of the regulations for the functioning of the BOI
2. Preparation of reports on the work of the office