

NI Court Service Customer Standards

Witnesses

- You will be able to go into the court building from 9.30am each court day;
- If you need information, or are to meet someone when you arrive at court, you can get help from the reception desk or court office. They will be available in all main court venues from 9.30am each court day.
- Court lists will be on display from 9.30am on each court day. (You should note however that cases are not always called in the order they appear on the list. However if you need any information about the case you are waiting on, please contact a court official who will help you).

We understand that coming to court to give evidence can be worrying. We aim to reduce those worries by providing:

- reception desks, information points and public counters where you can ask for information;
- comfortable waiting areas and refreshment facilities;
- separate waiting rooms in all main court venues for vulnerable and intimidated witnesses;
- an opportunity to visit the courthouse and view facilities before you come to give evidence, (you need to contact the court manager to organise this);
- an information leaflet about the courthouse you are to attend. We will send this to you if you contact us before you are to attend court.

We are not responsible for calling witnesses to court or for paying their expenses; this is the responsibility of whoever asked you to attend – e.g. prosecutors, police, or solicitors. However, the Northern Ireland Court Service is working with other agencies to improve the quality of the information you are provided with before you attend court.

At Court

- Witness waiting areas will be clean, heated, well lit, and comfortable;
- Information on case progression or disposal will be provided to witnesses on request;
- If you need privacy or the use of a consultation room, please ask a member of staff at reception or speak with a court official. Where possible, separate consultation areas will be provided in all main court venues;
- A child witness room will be available in all main court venues;

Do you have a suggestion to make?
Tell us what you think of our standards.
We will monitor our performance against the service standards and publish the results.
We always welcome suggestions from our customers.
Your comments will help us improve our services.