

REVISED PUBLIC COUNTER OPENING HOURS IN COURT OFFICES FROM 2 OCTOBER 2017

- Please note that from 2 October 2017 the public counters in court offices will close each day at 4pm. This is to allow staff more time for account reconciliation and business processing at the end of the day.
- Telephone services, however will continue to operate as normal until 5pm although queries will not be answered if the relevant information is available on-line.
- There are a number of alternative options available which give customers access to court services when the public counters are closed. These are:
 - A drop box service is available in the Front of House offices in the Royal Courts of Justice and Laganside Courts where customers can leave documents such as trial bundles, summonses, divorce petitions and probate applications which are collected daily;
 - Customers can also access online alternatives for a number of our counter services such as Fines Payments, ICOS case tracking, Copy orders, Small Claims and Public court lists;
 - Customers also have the option to pay fines and fixed penalties which are registered as fines, by telephone;
 - The Bails Office in Laganside Courts will continue to remain open as usual until 4.30pm
- It should be noted that, in addition to the 4pm closure, the public counters in the Royal Courts of Justice will also close from 1pm to 2pm each day when their customers will be dealt with at the Front of House.
- These arrangements will operate initially for a 12 month trial period and will be evaluated thereafter to assess the long term benefits and business impact.