

TIP ON PROMOTING CUSTOMER CARE IN COURTS

- 1** Court house tours – designed in various groups to inform
- 2** Citizens Guides – Brochures, pamphlets, videos
- 3** Meet your Judge/Magistrates Forums/Speakers Bureaus. Informal setting to discuss court related topics
–members of the bench go to community and attend various communities.
- 4** School outreach
- 5** Media outreach
- 6** Citizen Advisory committees
Cross section of business, citizen and legal communities – involves citizens in examining Judicial process.
- 7** Public Opinion Surveys/Exit surveys
- 8** Volunteer programs – Court Approved Special Advocates – advocates for interests of abused or neglected children in courts.
- 9** Court watching groups :-
–Reports on court operations and Judicial Skills

- 10** Teen courts – teen, judges, peers and participate in Judicial process.
- 11** Public information telephone hotline.
- 12** Computer information facilities
- 13** Public service Announcements
–Educate citizens on Judicial operations
- 14** Judicial performance evaluation programmes-helps improve Judicial performance
- 15** Educational materials
–Handbook, brochures, orientation videos etc.