



CUSTOMER SERVICE CHARTER



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MESSAGE FROM THE MINISTER OF JUSTICE



The Ministry of Justice is the lead administrator of Justice in Jamaica. This is a mandate that we take very seriously and made a commitment to the people of Jamaica to provide a ***First Class Justice System*** that is accessible, equitable and just.

As we seek to fulfil this commitment, we ensure our employees are of the highest professional cadre, our processes are efficient and the built environment to access justice services rivals the best in the world.

This Customer Service Charter therefore encapsulates our commitment to high standards as we know that efficient customer service delivery is the bedrock from which we will achieve our strategic objective of strengthened public trust and confidence in the Justice System.

We therefore embrace this Customer Service Charter as an opportunity to actively implement the global standards that will see Jamaica fulfil its vision as the place of choice to live, work and conduct business.

A handwritten signature in black ink that reads "Delroy Chuck". The signature is written in a cursive style and is positioned above a horizontal line.

Hon Delroy Chuck, QC, MP

MINISTER OF JUSTICE

A handwritten date in black ink that reads "20th July 2021". The date is written in a cursive style and is positioned above a horizontal line.

Date

Message from the Permanent Secretary



The Ministry of Justice's vision to be "the regional leader in facilitating effective access to justice for all" cannot be truly realised without a renewed commitment to you, the people of Jamaica.

The Ministry remains committed to serving you at the highest level of professional conduct in order to deliver service excellence at all times. This Citizen's Charter sets out the services that we provide, the standards of service that you can

expect while we serve you, and your role in this service partnership.

We will endeavour to always keep you informed about what we do for you and what you need to know. We will respect your privacy and ensure that we understand your needs in order to exceed your expectations whenever you visit our offices, call us on the telephone, or write to us.

As we work to keep the promises made to you in this Charter, we hope that if at any time you feel we did not meet the standards outlined, you will let us know so that we can make things right.

At the Ministry of Justice, we are confident that our commitment to serve you with the highest levels of professionalism, integrity and respect, will combine with the efforts of the wider public service, and contribute to Jamaica's achievement of developed country status by the year 2030, making Jamaica "the place of choice to live, work, raise families and do business".

A handwritten signature in black ink, appearing to read "Grace Ann Stewart McFarlane".

Grace Ann Stewart McFarlane (Mrs)
Permanent Secretary (Acting)

2021.07.19

Date

ROLE OF THE MINISTRY OF JUSTICE



The Ministry of Justice is the lead administrator of Justice in Jamaica and therefore administers legislation, delivers Justice Services, and provides policy support and analysis on justice issues.

It is mandated to:

- ensure that Jamaica is a just and law-abiding society with an accessible, efficient and fair system of justice for all;
- promote an awareness of individual responsibilities and civil obligations.

The articulated priorities in the Ministry of Justice Strategic Business Plan 2019-2023 are: strengthened public trust and confidence in the Justice System; improved access to justice; strengthened linkages between Justice Sector Institutions; establishing a sound Court Infrastructure and implementing a social component to the delivery of justice.

VISION, MISSION AND CORE VALUES OF THE MINISTRY

The Ministry of Justice will ensure that all its efforts are aligned with Vision 2030 and thus will contribute to Jamaica achieving developed country status in the year 2030 as "the place of choice to live, work, raise families and do business".

Vision

To be the regional leader in facilitating effective access to justice for all.

Mission

To facilitate effective access to justice and deliver quality justice services for all by establishing first class justice systems and partnerships.

Core Values

The core values of the Ministry of Justice embody the essence and **SPiRiT** of the organization; reaching inward to release the potential of every member of the team and enabling us to serve our customers in a manner that shows respect for their dignity.

The Ministry's commitment to Positive Employee Management Relations

The Ministry of Justice values our staff and their contribution as facilitators of effective and efficient service within the justice sector. We therefore reaffirm our commitment to provide an enabling environment that fosters positive employee management relations at all levels. At the Ministry, we are taking deliberate actions to support our staff in the following ways:

1. Communicate the Ministry's vision and mission and clearly articulate the role of staff in the realization of same.
2. Enhance skills and upskill through targeted training and development programmes.
3. Promote life-work balance through welfare programmes.
4. Implement a retention policy.
5. Conduct timely appraisals and provide continuous feedback to staff.
6. Increase motivation by recognizing and rewarding outstanding performance.
7. Promote open dialogue between staff and management.
8. Create a safe work environment that is free of hazards, harassment and discrimination.

Keeping the SPIRIT

S-ervice

We keep our promises to our customers

We are sensitive to the needs of our internal and external customers

We go the extra mile

We keep agreed time frames

P-rofessionalism

We focus on results

We take ownership of our responsibilities

We keep our knowledge and skills current and relevant

We exercise our initiative when the situation demands

I-ntegrity

We are trusted and trustworthy

We are honest and open with each other

We are honest and open with the public

We are impartial and non-partisan

R-espect

We value diversity in people

We treat everyone respectfully

I-nnovation

We constantly look for new ways to use resources more efficiently

We are committed to continuous improvement

We challenge the *status quo*

T-eamwork

We are supportive of each other

We focus on our common purpose and goals

We value each team member's contribution

1. According to Section 6 (1) *Access to Information Act, 2002*

6 (1) Subject to the provisions of this Act, every person shall have a right to obtain access to an official document, other than an exempt document.

The Act aims to reinforce fundamental democratic principles vital to:

- greater accountability of government to its people;
- improved, more transparent government;
- increased public influence on and participation in national decision making.

Making Your Application

To apply for access to official documents under the Act, complete an Application Form which is available at <http://www.moj.gov.jm> or write a letter requesting the information desired. Applications may also be made by email, telephone, fax or by making a visit to the Ministry of Justice.

You must be as specific as possible in your application and state that the documents are being requested under the Access to Information Act. Be sure to include your contact details such as telephone numbers and your email address to facilitate ease of communication with you.

Your request for information will be assessed to ascertain whether it meets the requirements of the Access to Information Act or any other Ministry/ Government policies which control the release of information.

If it is our matter we will provide accurate information. If not, the matter will be referred to the relevant agency and you will be informed.

GENERAL SERVICE STANDARDS

SERVICES	SERVICE STANDARDS
<ul style="list-style-type: none"> EXPUNGEMENT OF CRIMINAL RECORDS Expungement is having a conviction removed from one's criminal/police record after a specific period of time has elapsed and after certain requirements have been met. The Law which authorizes the expungement of Criminal Records is the Criminal Records (Rehabilitation of Offenders) Act, 1988 and the 2014 amendment to the Act. The principle underlying this provision is that a person who has made a sincere and successful attempt to be law abiding should be given the opportunity to start afresh. 	<ul style="list-style-type: none"> ✓ We will process all completed applications for submission to the the next sitting of Criminal Records (Rehabilitation of Offenders) Board after receipt of the applicant's Police Record from the Ministry of National Security, Police Criminal Records Office
<ul style="list-style-type: none"> MINISTER'S MARRIAGE LICENCE This is a licence granted by the Minister of Justice giving authority to a Marriage Officer to marry a single man and a single woman, in Jamaica, in keeping with the Marriage Act. 	<p>We will:</p> <ul style="list-style-type: none"> ✓ Process completed applications from walk-ins on the same day. ✓ Verify local divorces with the Supreme Court Registry within seven (7) working days. ✓ Process Minister's Marriage License's through hotels within three (3) weeks of receipt of applications.

GENERAL SERVICE STANDARDS

SERVICES	SERVICE STANDARDS
<ul style="list-style-type: none"> MAINTENANCE ORDERS The Ministry of Justice in partnership with the Ministry of Foreign Affairs and Foreign Trade receives Maintenance Orders for children, parents, grandparents and spouses from local and foreign Courts. These Orders are sent to the Courts in the relevant jurisdictions to be served on the person against whom the order is made. The process is facilitated through the Maintenance Orders (Facilities for Enforcement) Act. 	<ul style="list-style-type: none"> ✓ Maintenance orders sent to the Ministry of Justice are transmitted to the relevant Courts or Ministry of Foreign Affairs and Foreign Trade within two (2) working days of receipt.
<ul style="list-style-type: none"> RESTORATIVE JUSTICE Restorative Justice is a process whereby all the parties with a stake in a particular offence/dispute come together to resolve the matter. 	<ul style="list-style-type: none"> ✓ Initial contact to parties made within 48 hours of receiving referral. ✓ Relating to court matters; Conferences are held with a view to resolving the matter before the next court date. ✓ Conference reports are prepared within 48 hours of resolution and submitted to referral source. ✓ Delivers Restorative Practices 2 day training to School Administrators, Probation Officers, Police Officers, JPs and Community members to increase use of conflict management strategies across Jamaica.
<ul style="list-style-type: none"> ACCESS TO INFORMATION Provides a legal right of access to Official Government documents, other than exempt documents. 	<ul style="list-style-type: none"> ✓ Application will be processed within thirty (30) days of receipt of application, unless there is reasonable cause for an extension.

GENERAL SERVICE STANDARDS

SERVICES	SERVICE STANDARDS
<ul style="list-style-type: none"> JUSTICE TRAINING INSTITUTE Training arm of the Ministry of Justice which provides training and staff development activities of the highest quality to meet the needs and build the capacity of Jamaica's Justice Sector staff members in accordance with international standards 	<ul style="list-style-type: none"> ✓ Certificates prepared and issued within thirty (30) days of completion of training. ✓ Examination timetables posted at least ten (10) working days before the first examination date. ✓ Transcripts prepared and issued within five (5) working days of receipt of written request. ✓ Progress reports dispatched to students and stakeholders within three (3) working days of receipt of approved progress report.
<ul style="list-style-type: none"> VICTIM SERVICES DIVISION The arm of the Ministry of Justice established to assist victims of crime. The VSD is committed to act in the best interest of victims by actively supporting them, identifying their needs, and advocating their rights. The Division, through its 14 parish offices island-wide, assists victims of crime in managing the emotional trauma associated with and caused by crime. 	<ul style="list-style-type: none"> ✓ Responses to enquiries and referrals are given within 48 hours of contact being made. ✓ The services provided in all 14 parishes are free, confidential, and of a high quality, consistent with social work standards and practices. ✓ All victims, without bias, have equal access to the services of the VSD.

GENERAL SERVICE STANDARDS

SERVICES	SERVICE STANDARDS
<ul style="list-style-type: none">• CHILD DIVERSION OFFICE Child Diversion is the process of implementing measures for dealing with children who are alleged, or recognized as having infringed the penal law, without resorting to formal judicial proceedings.	<ul style="list-style-type: none">✓ Respond to all referrals from the Courts and Police within 48 hours of receiving the child Diversion Referral Forms/Order✓ Protect the rights of a child in keeping with international instruments and protocols✓ To ensure 80% of children referred from the formal justice system receive treatment plans✓ 80% of intake and risk assessments completed within the stipulated timeframe✓ 100% of children in child diversion programmes are supervised.

OUR SERVICES TO YOU

We will:

- respect our customers, employees and stakeholders;
- provide you with accurate and consistent information;
- respect your privacy in your dealings with us;
- strive to provide excellent customer service through continuous; improvement of our service, customer surveys and seek to identify new technologies to assist in our delivery of customer service excellence;
- actively seek your feedback on our services to ensure they meet your needs.

FACE to FACE

We will:

- greet you professionally and with courtesy;
- listen to you, discuss your requirements and direct you to the relevant area or personnel to assist you within 5 minutes of receiving your request

IN WRITING OR EMAIL

We will:

- respond to all emails within 48 hours;
- write to you in clear concise language that is easily understood;
- provide you with all relevant information you require. If it is not our matter, we will direct you to the relevant source to further assist your query;
- respond to your letters within seven (7) working days of receipt.

TELEPHONE

We will:

- answer your call within three (3) rings;
- advise you of any delays and offer suitable options or offer to return your call;
- not place you on hold for longer than thirty (30) seconds without an update;
- advise you if the person you are calling is unavailable and offer to forward the call immediately to someone who can assist.

INTERNET /SOCIAL MEDIA

We will:

- respond to enquiries and posts on our social media platforms within 48 hours;
- ensure accuracy of information to you.

You are expected to:

- provide required documents requested.
- conduct business in a disciplined and respectful manner.
- be properly attired when conducting business.
- use the facilities with care.
- conform to security procedures.
- arrive on time for appointments.
- provide us with feedback on our service delivery to you.



COMPLAINT PROCEDURE

The Ministry of Justice is committed to provide you with excellent service. If you are not satisfied with the services you received, please speak with the Customer Service Coordinator.

1. Customer Service Coordinator

Reception Area

Ministry of Justice, 61 Constant Spring Road

Tel: 876-906-4923-31 ext. 5701

If your matter is unresolved within three (3) days of contact with the coordinator, you may contact the Director, Administration.

2. Director, Administration

Ministry of Justice, 61 Constant Spring Road

Tel: 876-906-4923-31

Email: customer.service@moj.gov.jm

If you are still dissatisfied, please call or write to the Principal Director, Corporate Services:

3. Principal Director, Corporate Services

Ministry of Justice, 61 Constant Spring Road

Tel: 876-906-4923-31

Email: Kathy.chambersadman@moj.gov.jm



HOW TO CONTACT US

DIVISIONS / UNIT	SERVICE	TELEPHONE	EMAIL
Justice Training Institute 4 South Camp Road Kingston 5	Train, equip and certify employees in the Justice System	876-928-4624	justicetraininginstitute@moj.gov.jm
Customer Service Unit 61 Constant Spring Road, Kingston 10	Provide general Customer Service Support.	876-906-4923-31 Ext. 5701	customer.service@moj.gov.jm
Restorative Justice Unit 61 Constant Spring Road, Kingston 10.	Conflict Resolution	876-906-4923-31 Ext. 5445	RestorativeJustice@moj.gov.jm
Documentation, Information and Access Services (DIAS) Unit. 61 Constant Spring Road, Kingston 10.	Access to Information Provide general legal right to obtain access to official government documents, other than an exempt document.	876-906-4923-31 Ext. 5651	accesstoinformation@moj.gov.jm
Criminal Civil and Family Law Unit 61 Constant Spring Road Kingston 10	EXPUNGEMENT Application Processing for submission to the Criminal Rehabilitation Board. MARRIAGE LICENCES Process Applications and Issues Minister's Marriage Licence	876-906-4923-31 EXT. 5723 EXT. 5700	Whatsapp: 876-851-3287 (for Expungement Queries) customer.service@moj.gov.jm
Victim Services Division	Act in the best interest of victims by actively supporting them, identifying their needs, and advocating their rights.	(876) 946-0663, (876) 978-8021, (876) 618-3620, 888-VICTIMS (842-8467)	vsd@moj.gov.jm
Child Diversion Office	Exercise of implementing measures for dealing with children, alleged as, accused of, or recognized as having infringed the penal law without resorting to formal judicial proceedings.	876-906-4923 Ext. 5471	childdiversion@moj.gov.jm

61 Constant Spring Road, Kingston 10

Telephone: 876-906-4923-31

Toll-Free: Toll Free: 888 – 587-8423

Email: customer.service@moj.gov.jm

www.moj.gov.jm



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