

YOUR VIEWS COUNT

- We continuously strive to improve our performance standards. To do this, we need to know what kind of service you need.
- We promise to consider your views when setting our performance standards.
- Inform us if you are not satisfied or are unhappy with our service delivery.
- Give us your comments so that we can improve our service.

WHAT WE ASK OF YOU

The quality of service we can provide to you depends on various issues including input and co-operation we receive, we therefore request you to:

- Be honest, polite and patient;
- Be timely in providing required and accurate information to the Division;
- Comply with existing Legislations, Regulations and Procedures; and
- Treat our staff members with the necessary respect.

When you communicate with us, please provide the following information:

- Your full name
- Postal address/ email address/ telephone number/fax number
- Provide a clear description of your particular concern/s or need/s
- Keep a record of the issue at stake and the person in our Division whom you dealt with as well as the date and the time of the communication to improve our services.

FEEDBACK, COMMENTS AND COMPLAINTS

If you have any comment, suggestion or a request about the activities or services of the Division you should contact:

Chief Legal Officer (Maintenance)
Directorate: Legal Services
Room 228 Mungunda Street, Katutura Magistrate Court
Private Bag 13181
Windhoek

Tel: + 264 61 3201297

Fax: + 264 61 254 054

Email: info.legalservices@moj.gov.na

- If you are not satisfied with the response from the Division you may take the matter up with the Director of the Directorate of Legal Services.
- Should you still not be satisfied with the response or action taken you can approach the Executive Director of the Ministry of Justice.
- Should you still not be satisfied you may approach the office of the Prime Minister.
- If you are still not satisfied with our response, you may approach the Ombudsman.



Republic of Namibia

MINISTRY OF JUSTICE

CUSTOMER SERVICE CHARTER

DIRECTORATE: Legal Services

Division: **Maintenance**



The Division is responsible for handling maintenance complaints, court hearings and investigation.



THIS CHARTER

- Outlines the services we provide (What we do)
- Defines who are our Customers
- Reflects our commitments
- Sets standard of services that you can expect from us at all times
- State what we will do if you contact us
- States that your views count
- Indicates what we ask of you
- Explains how to provide us with feedback and how to make a complaint, if you are not satisfied with our service

WHAT WE DO

- Review maintenance applications.
- Mediate maintenance applications.
- Process maintenance applications in a court of law.
- Forward maintenance court orders to relevant stakeholders where necessary.
- Investigate the financial standing of parties to a case.
- Investigate complaints against persons alleged to have violated the duty to maintain and/or failed to comply with maintenance orders.
- Refer matters for criminal prosecution.
- Receive and register reciprocal maintenance orders.

OUR CUSTOMERS

- Public members.

OUR COMMITMENT TO YOU

- Our commitment to our customers is the provision of timeous, quality legal services to O/M/A/s and the general public; and
- We strive to execute our duties within the following guiding **VALUES**:

Integrity

We act with honesty and impartiality

Transparency

Activities must be done in an open, straight forward and easily understandable manner

Service Excellence

We are ready to go the extra mile

Accountability

We take responsibility for our decisions and actions

Professionalism

We take pride in what we do and deliver quality and timely work

Synergy

We value our staff and those whom we serve and promote teamwork

OUR SERVICE STANDARDS

We Will

- Litigate maintenance applications in accordance with the law.
- Continuously process maintenance court orders to the relevant stakeholders.
- Investigate the financial standing of parties when the need arises.
- Finalise investigations within three (3) months.
- Finalise enforcements of maintenance orders against defaulters within one (1) month.
- Enforce reciprocal maintenance orders within one month.

WHEN YOU CONTACT US

If you phone us

- We will answer to your call within (3) rings.
- We will return your call within (2) days if we can't provide an answer immediately.

If you write to us

- We will acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

If you visit us

- We will attend to you within (5) minutes if you have an appointment with us.
- Respond to your questions while you are with us, if we cannot we will let you know why, and when you can expect an answer;
- And if you need referrals, we will do it on your behalf by phone or by email and copy it to you, and provide you with the name of the person to contact, address and contact details.