

Civil Registry Customer Charter

The Civil Registry is dedicated to delivering a high quality customer service experience in an open, welcoming and transparent manner.

The Civil Registry Customer Charter describes what we will deliver and provide to our customers



What Customers can expect

Civil Registry staff will at all times provide a professional, courteous and responsive service to all customers.

With regards to customers in the Civil Registry office we will:

- Treat everyone as individuals
- All customers will be treated with courtesy and respect
- All enquiries will be dealt with promptly
- All facilities will be well maintained and clean

With regards to telephone enquiries

- We will endeavour to answer telephone queries immediately
- Voicemail messages will be responded to at the earliest opportunity

With regards to correspondence by mail or email

- On receipt of a letter we will respond if required within 2 working days
- On receipt of any emails, we will aim to respond within 2 working days. This includes online requests for certificates.

Customer feedback

- All complaints will be dealt with in a prompt and confidential manner

