

## **Our Customer Service Values**

These values will guide us in serving you.

- We will treat all of our customers with courtesy.
- We will meet or beat our established deadlines for providing customer service.
- We will provide high-quality service by knowledgeable staff.

## **Customer Service Standards**

Our goal is to provide services according to these Customer Service Standards.

1. [If You Need Information About the Norfolk Circuit Court Clerk's Office](#)
  2. [If You Call or Visit Us](#)
  3. [If You Come to Do Research at our Court](#)
  4. [If You Write to Us About Our Holdings](#)
  5. [If You Request Records under provisions of the Virginia Freedom of Information Act](#)
  6. [If Things Go Wrong, You Can Contact Us](#)
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### ***1. If You Need Information about the Norfolk Circuit Court Clerk's Office***

You will be able to obtain timely and up-to-date information about NCCCO, its services, and holdings through the Internet ([www.norfolk.gov/circuit\\_court](http://www.norfolk.gov/circuit_court)), or by contacting our offices at (757) 664-4580.

### ***2. If You Call or Visit us***

You will find NCCCO staff available in our office to assist you during posted business hours. Our business hours will be prominently posted and noted in our regulations, brochures, and other information sources.

### ***3. If You Come to Do Research at our Court***

You will receive the records you request for use in our research room within one hour of your request or, within one hour of the next retrieval time.

If a delay is encountered, you will be notified of the problem and given an indication of when the records will be available.

You will receive the information or assistance you need on how to use our self-service holdings.

### ***4. If You Write to Us about Our Holdings***

You will be sent a response to your written request about our holdings within 10 working days after we receive your letter or email.

If we cannot provide a full response within that time, we will tell you that we have received your request and tell you how long we expect it will take before we can provide a full reply.

### ***5. If You Request Records under provisions of the Virginia Freedom of Information Act***

You will receive a response within 5 working days after the request is received by our office. For additional information and requirements, [please click here](#).

### ***6. If Things Go Wrong, You Can Contact Us***

If our service has not matched our values and standards for customer service, we want to know, so that we can do something about it and get it right the next time.

If you have a problem or suggestion, you may:

- Discuss the problem with the person who served you.

*or*

- Speak or write to the supervisor in charge. (The names and addresses of our Supervising Deputies for each division are posted throughout our office, and on our web site at [www.norfolk.gov/circuit\\_court](http://www.norfolk.gov/circuit_court).) If we cannot solve your problem immediately, we will provide a response within seven working days.

*or*

- Send a message by email: [Contact NCCCO](#). Your message will be sent to the Chief Deputy for immediate resolution. If you request a reply, we will provide a response within seven working days.