

MEDIA RELEASE

Judiciary Launches Contact Centre

The Judiciary of Trinidad and Tobago continues to pursue new avenues to improve and enhance its service delivery and, in this regard, has established a Judiciary Contact Centre that goes into effect on **October 4, 2021**.

The Contact Centre is a digital solution which seeks to provide a platform for Judiciary customers to access services more directly.

The Contact Centre will provide customer support for persons seeking information on court services, guidance in using its e-service platform to pay or contest fines, and to respond in general to customer queries.

The system will be supported by teams of Judiciary staff drawn from across the Courts.

Callers to the Judiciary Contact Centre, may select the service they wish to obtain. The options are:

- Family Court
- Children Court
- District Courts or Magistrates' Courts
- Civil High Court (including the Probate section)
- Criminal High Court
- Court of Appeal
- All other matters

The introduction of the Contact Centre is a further attempt by the Judiciary to commit itself to meeting customer needs.

The Judiciary Customer Contact Centre may be accessed via telephone from Monday to Thursday from 8:00 am to 4:15 pm and on Fridays from 8:00 am to 4:00 pm at the following numbers:

- 224-5182
- 62-TTLAW (628-8529)
- 23-LAWTT (235-2988)

The Judiciary looks forward to continuing to serve its customers via the new Contact Centre as well as through its other platforms.

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For further information, kindly contact:

Court Protocol and Information Unit

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