



ATTORNEY GENERAL'S CHAMBERS

CUSTOMER SERVICE CHARTER

OUR MISSION:

- To deliver quality legal service with integrity and professionalism in a timely manner.

OUR VALUES:

- *Integrity*
We will be honest, fair, confidential and ethical in all of our relations.
- *Respect*
We will serve with the utmost respect for all individuals.
- *Professionalism*
We are committed to professional best practices in the public service and aim to foster seamless synergy with other Government Departments and Ministries.
- *Transparency*
We will be open and accountable in our activities.

OUR COMMITMENT TO YOU:

- Treat our customers and staff with courtesy and respect.

- Be reliable, competent and confidential.
- Provide advice that is legally sound.
- Respond to your enquiries promptly.
- Keep you up to date and informed.
- Address complaints fairly and professionally.

WHAT YOU CAN DO TO HELP US ACHIEVE OUR COMMITMENT:

- Treat our staff with courtesy and respect.
- Provide us with clear information and instructions.
- Provide any information that has been requested as soon as possible so we can address your query competently and efficiently.

WE VALUE YOUR FEEDBACK:

We welcome your feedback as we are committed to continuously improving our services to you. If you are happy with the service you received, please let us know. If you are dissatisfied with the services received, please tell us so we can do better. Feel free to reach us at **(758) 468 3200** to express your thoughts on the service received or email your feedback to **attorneygeneral@agchambers.govt.lc** or leave us a comment on our website at **<https://attorneygeneralchambers.com/>**.

Service with the highest standards of ethics and professionalism.