

INSTRUCTION 1/1999, THROUGH WHICH THE GENERAL COUNCIL OF THE JUDICIARY APPROVES THE SERVICE PROTOCOLS AND CITIZEN CLAIMS, COMPLAINTS AND PRIOR INFORMATION PROCESSING FORMS.

The Citizen Service and Information Center can consider itself an essential part of the current group of public institutions and administration since they highlight several policies, among which; Law 30/1992 Article 35 under the Civil Service and the Joint Administrative Proceedings Legal Framework, Law 6/1997 Article 4, April 14, from the Organization and Operation of the State's General Administration, and Law 1/1998, February 26, from the Contributor's Rights and Guarantees.

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In the meeting held June 29, 1999, the Plenary of the General Council of the Judiciary took these same considerations into account upon procuring the Instruction Bill. Also taken into account are the hearings and reports stated in Article 110.3 of the Judiciary Organic Law. To provide the best guarantee possible in regards to correction, confirmation and opportunity, the process of text development includes not only the Judges and Magistrates Associations, but also the Ministry of Justice and Autonomous Communities with duties in regard to service methods of the Administrative Office of the Courts, Government Bodies and Department of Public Prosecution and also representative professional entities of which have attributed the citizen representation and assistance before the Administrative Offices of the Court.

By means of the present Instruction, through the formulation of service protocols that the body responsible for developing this activity will have to comply by, the Council hopes to achieve a better concretion of the concepts, fields and directive intervention that must be taken into account by different organs and services. This will allow for adequate application of the cited Legislation 1/98 of the General Council of the Judiciary. The document templates must be used independently of whether the common services of the Citizen Customer Service exist or not. The aforementioned is part of the mission to bring the Administrative Offices of the Courts closer to the citizens, facilitating them with all of the information required with respect to the limits commanded by the law. Claims that are founded in disciplinary responsibility are incumbent on their specific rules and fall outside of this scope of the law. Likewise, upon conforming to that which is stated within Legislation 1/1998, in Article 3 Paragraph 3, in relation to analogous resolutions in other scopes of the jurisdiction (Article 4.2 para. B) of the Law 6/1997, art. 24 of R.D. 208/1996, of February 9 and art. 3 of the R.D. 2458/1996, of December 2, about non-constituent appeals whose attention doesn't make a place for any appeal. They regulate more precisely the treatment given to requests of interested parties in accordance with the specific nature of the type of claims and agreements or formalities that they proceed to

adopt. These are more suited for the information of the branch, or management material, or of service arrangements. Through them susceptible resolutions aren't constituted that affect the rights or interests of individual legal situations, with independence that if the issue requires the request or matter receive appropriate governmental procedure, or submit the matter to the competent organ for its resolution. Through analogous considerations, the claims or suggestions procedure cannot move or substitute the governmental or jurisdictional moves or appeals that have previously given notice or the notice could proceed subsequently.

The suggestions, complaint and claims presented by citizens must be confronted and achieved through actions which satisfy the citizen as well as improve the image of the Court Operations so that it becomes efficient and isn't bureaucratic in its resolution. It must also, help diagnose deficiencies in the Administrative Offices of the Courts so as to contribute to the progressive improvement of the quality of public service. Through which, the dissident expressions from the citizens with the Courts Operation, it is to say the complaints, claims, appeals and suggestions formed about the Courts must not be ignored, but rather, treated adequately so that the Courts can fulfill their duties better. The litigators will also have a more effective judicial tutelage and achieve a more complete identification of the citizens with their institutions, in particular with the Judiciary Bodies.

This Instruction has a flexible character that requires the bill to be implanted again, through which it leaves open the possibility to adjust and define what is the derivative experience necessary for the service operation to do.

Lastly, and notwithstanding the Regulation Publication in the Official Bulletin of the State, in order to facilitate the best distribution of the contents and documents of the present Instruction, it has been posted on the web-page of the General Council of the Judiciary – www.cgj.es-.

In respect to the previous considerations, the Plenary of the General Council of the Judiciary, in the meeting held on the date, have agreed to pass the present Instruction and conform to Appendix I and II that are attached, their publication is provided in the Official Bulletin of the State.

APPENDIX I

SERVICE PROTOCOLS OF THE CLAIMS AND PRIOR INFORMATION PROCESSING TO THE CITIZEN

1. SERVICE AND INFORMATION FOR THE CITIZEN IN THEIR RELATIONSHIPS WITH THE ADMINISTRATIVE OFFICE OF THE COURTS

1.1 .- CITIZEN SERVICE: Working with the Jurisdictional Organs and with the Administrative Offices of the Courts, the Citizen Service in its broadest sense,

comprehends that the actions related to receiving and welcoming citizens that come to or call the Judicial Branches must facilitate orientation and help specification, whether done out of the insistence of Court Bodies or Service or their own initiative. This service provided must be personalized, that is, adapted to the social characteristics, cultures and relatives of each citizen that comes to the Courts and Tribunals soliciting service and information. They must also take into account, that when they are establishing a relationship they represent the Jurisdictional Bodies.

The Public Service and Information reserves, however, the need to respond to concrete demands of information about legal channels, proceedings, procedures, requirements and documentation for the actions the citizen proposes to carry out.

The service and information facilitated must entail regulatory interpretation, consideration or advising or some economic assessment, without first providing simple information of general character about possible legal procedures and organ duties for their knowledge and resolution. However, this demands the collaboration of the Central Government in the formal completion of the forms or requests that interested parties may carry out directly without the necessity of representation.

1.2. INFORMATION FOR THE CITIZEN

The information activity for the citizen in their relationship with Judicial Organs cover:

1.2.1 – The general information referring to:

The identification, location and functions of any body of the Administrative Offices of the Courts and especially those found located in the Branch where the citizen comes. Also reach to the interrelated bodies with the Administrative Offices of the Courts.

Information about the requirements that the rules presently enforced are available for interested parties, likewise, the information about the general characteristics of the different types of Judicial proceedings.

Information in relation to concrete distribution of matters between the Judicial Bodies of the branch, the rules of distribution in general and the diffusion of those Judicial Acts that, for their public character, must be known, indicating the place and date of the holding and other dates that could be of interest.

Any other general data that the citizen needs to know in their relationship with the Administrative Offices of the Courts.

When a wide diffusion of determined general information related to the law seems convenient for its social interest it will be offered to the groups or institutions that are interested. By the initiative of the organs interested in the diffusion and in coordination with the Citizen Service Unit of the General Council of the Judiciary, the manner most adequate for each circumstance will be used to spread the information.

1.2.2. – Private information is a concern for the state and phase of the procedure in processing. The identification of the authorities and service personnel of the Administrative Office of the Courts that take part in the processing of said procedures.

1.2.3 Requirements and Limitations.

The general information will facilitate without the necessity to demand any accreditation with the following limitations: that it affects the contents of the jurisdictional legal authority, that it assumes legal advice, that it would interfere with the exercise of the representation or defense in the trial, that it refers to information relative to honor, privacy or images of the people or that refer to actions declared secrets for the time that this measure lasts. The private information will only be facilitated to the interested people in each proceeding or to their legal representative with the due prior accreditation.

1.3 INFORMATION FACILITATION FORMS

1.3.1 In person and telephone modes

The specific process of service and information in person and by telephone to the citizen not only requires listening, talking and transmitting information, but rather, and with frequency, its necessary to confront situations before those that the administrative assistant must adopt behaviors of a kind psychological and social nature that aren't subject to the rules, regulations and procedures like the rest of the internal work of the Courts Office. This manner of behavior is a necessary result in order to adequately develop the Public Service of the Citizen Service and Information activity. In these processes they must respect the basic phases of the communication process, this is , reception, listening , management, information facilitation and the farewell. Each of these adapted to the characteristics of the citizen in each concrete case. The service and information activities must be reinforced and supported with written information that facilitates it, among others, through prepared informative pamphlets readily available.

In every case, the offered response must be clear, concise, viable, and explicative in order for the best understanding of the citizen.

1.3.2.- Written mode

To receive the service and information request written it is admitted through different corresponding formal register automated drop-boxes. When the citizen prefers to address themselves in writing to the corresponding request organs any types of service and information in the first moments it will proceed to make the raised issues concrete in their written communication so that subsequently a fast, personalized, clear and concrete and viable response is offered.

This response will be facilitated in writing. Or by other methods that are more efficient according to the concrete case, but always ensuring its reception. Without prejudice, the aforementioned, will be recorded for internal purposes.

When a concrete case is required, the pertinent documentation can accompany the facilitated response for the best understanding.

Suppositions that request complex information or require an analysis about if the petitioner can meet the interested condition or if this can affect the procedures that are declared secret, to data in relation to the honor, privacy, or image of the people, or more that the through these or other diverse motives, they can't offer the solicited information or can't do so in an immediate manner, it will put in place a circumstantial manifestation for the interested party and in this case it will inform about the possibility or presenting their petition in writing using the "Citizen Service and Information" template which is placed in the appendix of this instruction.

The regulated citizen service and information form can be found, available for the public, in all of the buildings of the Judicial Organs for its legal use by the citizens.

Equally, it will be placed in a visible advertiser sign. The sign will be of a minimum size of Dim A3 with the following message "We are at your disposal to inform you and listen to your suggestions and complaints"

The sign in each Citizen Service Office, or if not available the receiving organ, must clearly identify, making stated in the upper left margin of the citizen service form: their name, address, telephone, fax, city and postal code, and other indicating data that proceed.

The forms as well as the advertiser signs must exhibit in the co-official languages of the Autonomous Communities.

In places of large foreign tourism influx or residence of people of other nationalities, particularly if relating to citizens from other countries outside the European Union, also exhibit the corresponding language in concordance with the largest linguistic groups.

Fulfilling these requirements will adopt the circumstances of the Judicial Branches where the Citizen Service Common Offices exist, in those that will centralize these actions.

1.3.3 General

Document processing must include how many modes and processes it could progressively incorporate. This depends on the produced advances in the means had by the Governmental and Jurisdictional Bodies, in particular, as a result of the progressive computerization of the Administrative Offices of the Courts. In particular, all that benefits the improvement of efficiency and quality of service of Citizen Service and Information.

2. PROCESSING OF SUGGESTIONS, COMPLAINT AND REPORTS

The proceedings that regard lodged complaints, claims and suggestions are protected under the order of Law 1/1998, on December 2, of the General Council of the Judiciary. Due to the specific nature of claims they cannot affect individual legal rights and interests or situations. They cannot fall object to an appeal when such rights, interests or situations aren't affected, independently of those who could preside over the governmental and jurisdictional proceedings with those who could be related to said claims or complaints or that could result in the like. Insuring in every case the respect of the Jurisdictional Authority of the Body that would be apprising said matter.

Through which, if the contents of a claim, complaint or suggestion exceeds the scope of the cited Law it will proceed to receive the same suitable process or be referred to the competent body for its understanding and resolution. The lodged claims, suggestions or complaints under the protection of the order of Law 1/1998 cannot affect the possible governmental or jurisdictional proceedings taking place, again notwithstanding, unnecessarily delaying the required service and fulfillment of the law for its own underlying interests or situations, in the shape of and by the corresponding organ.

2.1 AMBIT

2.1.1 Suggestions

We will accept suggestions related to general issues lodged by phone or in writing, always expressing the objection in either relevant statistical data or other interests of the Administrative Offices of the Courts operation, even though the interested party did not give their identity.

The suggestions presented by identified people are processed in similar manners to complaints. In considering general issues, if found that the communication is a simple response of gratitude use the diagram of response templates in the appendix, following the applicable aspects.

With exception, in order to not lose information that could result in being relevant to statistical data or the like, we will accept anonymous suggestions that deal with general operational issues. In this case, the government employee that helps the interested party will fill out the corresponding Citizen Service form and note in the correlated box the name "Anonymous". Following without more formality, it will proceed to the verification and solution that proceeds depending on the interest of the suggestion.

2.1.2 – Formal complaints

Formal complaints about the operation of the Judges and Courts will always have to be presented in writing and it will be compulsory that the interested party show proof of identity and residency.

The acts or incidences that motivate the processing and resolution of formal complaints considered in Law 1/98 of the JGC and that develop in this instruction refer exclusively to issues that would be beyond the disciplinary scope. If that weren't the case, any formal complaint that is presented with indications of disciplinary character will be immediately sent to the Inspection Service or in which case (art. 423 JLO) to the Courtroom of the Supreme Court Justice or to the Ministry of Justice or the Autonomous Communities Regional Ministry of Justice, depending on the body to which the affected government employee belongs, notwithstanding, in order to excuse the situation in question, if possible.

2.2.- COMPETENCE

The authority for the processing, service and of provisional preventions and methods related to claims and suggestions that are found to be pertinent is placed in the scope of the Presiding Judges of the Courts and Hearings, the Senior Judges, and where these where this don't exist, the Judge alone. These claims and suggestions should be directed to the according body as well as to the Inspection Office of General Council of the Judiciary.

In the assumption that the body receiving the complaint or suggestion is the affected, that is, the body in reference in the dissatisfaction, the necessary methods to rectify the situation will be transferred immediately to the Superior Governing Body.

If the object of the complaint, claim or suggestions doesn't refer to the Administrative Office of the Courts, but to other bodies and entities they will be notified. This insures that the interested party is offered the necessary information and help for the exculpation of the matter.

2.3. PROCESSING

2.3.1. Efficiency:

The processing of suggestions, complaints and claims must avoid conventionality and assume a perspective of efficient service and information and positive explanation for the citizen. When viable, always use the office automation process in order to ensure the fastest processing possible and discretion.

2.3.2.- Presentation:

The Citizen Service Form that is in the appendix of the Instruction can be used for the presentation of claims, complaints, formal complaints and suggestions as well as for requesting information when it cannot be facilitated immediately. It will be available for the interested parties in the manner listed in Art. 5.2 of Law 1/1998.

Due to the character of authority of these forms, the texts and documents presented must contain the complete and sufficient mention of the identifying circumstances of the interested parties, the object of your claim, complaint, report, or suggestion. Also include the body to which it is directed and the jurisdictional body and the proceeding to which you refer. Following these ends in your case will ensure the presentation of your request is without difficulties or delay. You will admit your request in any manner. It could be on paper, whether by means of the normative form or not. When the citizen so wishes or when the circumstances of the supposed require so, requests will be admitted in different manners and formats, in order to allow for the content of the request known and followed through. Equally, the presentation of the request will be admitted through different automated machines to the corresponding registration office without damage to the process.

The complaints, reports and suggestions can be presented directly in the Common Services of the Citizen Service Offices. Where these don't exist, present in the Judicial or Government Bodies. Equally, they can be presented through the Registration Offices mentioned in Article 38.4 of the Law 30/92 of 26 November (bodies of the State Administration, Autonomous or Local, Post Offices and Spanish Diplomatic or Consulate Offices abroad).

When the proficient Judicial Body receives claim, complaint, report or suggestion documents that are not on the regulated Citizen Service form, the government employee will transfer the fitting information and data on the received document onto the regulated Citizen Service form.

The forms contained in Appendix II of the present Instruction can be modified depending on the service and experience necessity upon its introduction.

2.3.3 – Availability:

Following the guidelines and model established the Law 1/98 of the General Council of the Judiciary and present Instruction, The responsibility of making the “Citizen Service Form” available to the public lies in each Judicial Branch, Service Center or Office.

2.3.4 – Accessibility:

When the interested parties request their assistance, Government employees will collaborate in completing the form. Government employees will also verify that the required data is completed.

2.3.5 Notification:

It is obligatory to notify the citizen at the time of presentation that their lodged claims, complaints and suggestions will by no means qualify as an Administrative Resource and that its introduction will not paralyze the deadlines established by the rules in force. Likewise, they will inform them that the presentation of their claim, complaint, report or

suggestion will not affect in any manner the practice of the remaining actions or rights that conform with regulations of each proceeding that the interested party could practice.

2.3.6. – Registration Office:

Upon receiving a written claim, complaint, suggestion or petition, the Registration Office will register it immediately or in the quickest manner possible. The original copy of the Citizen Service Form will be the first document of the developing proceeding. In the case that the interested party does not leave proof of identity, it will proceed, with less formality, to be checked and resolved depending on the interest of the suggestion.

Each petition presented by the citizen will be assigned a number in consecutive order that, separated by a bar or similar, will go following the last two digits of the year of the presentation, the number one corresponding to the first presented of each year.

When the same person presents the same complaints about the same matter and for the same motive the registration office will cumulate all onto the first, processing in only one action. The accumulation will be put on record and the statistical effect will be that of only one complaint.

2.3.7- Acknowledgement of receipt:

When the citizen presents their complaint directly they will also complete the information that could be omitted and a stamped copy of the filled out form will be turned in, noted as receipt acknowledged. Information about the process generated by presenting their document will simultaneously be offered.

When the citizen presents their complaint by other means the acknowledgment of receipt will be written, by telephone or other telemated means, putting these cases on internal record as such action. On this document, they will make the notifications indicated in section 2.3.5 of the present Instruction and, at that time, inform the body that will resolve the claim and go through the established process in effect.

The written acknowledge of receipt will follow the model that is presented in the appendix of this Instruction. In which, they will let the citizen know that the resolution process of said claim will begin as soon as possible.

2.3.8.- Mailing of the copy to the General Council of the Judiciary:

They will send a copy of the complaint, claim or suggestion to the Citizen Service Central Unit of the JGC on the same day of the presentation or, by all means, a maximum deadline of forty-eight hours.

This Unit will receive, register and archive the received copy in the hopes to receive the adopted resolution on this matter in a maximum deadline of one month.

If the Citizen Service Central Unit of the General Council of the Judiciary receives the copy of the claim, complaint or suggestion and believe that the its contents refer to possible indications of disciplinary responsibility, they will send it to the General Council of the Judiciary Head of the Inspections, notwithstanding that the place of origin continues acting so as to rectify the reported anomalies.

2.3.9.- Transaction sheet

A transaction sheet will be placed with each claim, continuing the original form. A model to be followed is attached in the appendix of the present Instruction. In it, the government employee will note in chronological order; the management that is going to carry out the resolution of the claim, likewise, information of interest for its best understanding. If the interested party presents documentation, this will be placed along with the transaction sheet.

2.3.10- Information obtainment about the manifested anomalies:

Noting the outside channels through which the claim, complaint, report or suggestion could be received, the receiver will proceed to request any data, document, clarification or complementary information from the interested parties as fast as possible. This will be done through the fastest and most efficient medium (telephone, fax, email, post...) in order to adequately assist their request.

To resolve the claims, complaints and suggestions the competent bodies must request, complying with the oral or written form according to what is required of the case, the background information and reports about the provoked matter in order to adequately assist it or take the opportune steps so as to rectify the anomaly.

When it proceeds to transfer the claim to another Judicial Body for its resolution, the interested party will be let known that the body will send and once the claim, complaint, or suggestion is received the body will acknowledge receipt in any of the described means with a 48 hour deadline. This acknowledge of receipt will be carry out by the sending organ as well as by the interested party.

2.3.11.- Correction of the anomalies:

When the citizen presents the claim directly by form or in person solution to the problem at hand will tried to be reach in an immediate manner. If this isn't possible, the citizen will be informed about the arrangements that follow and will be kept informed about the matter upon request or when it is deemed necessary due to the nature of the case at hand.

Once the base of the matter is verified, if its direct solution from the relevant body is viable, they will take the necessary steps to rectify the detected anomalies.

If this isn't possible, the Judicial Body that corresponds to the adoption of the actions that proceed will take interest. This body will take the necessary steps to rectify the

anomalies that were in the origin of the complaint or suggestion, notifying said matters to the first receiving body of the claim, who will proceed to communicate the means taken to the interested party. When at the initial content of the suggestion or claim, or during its processing, it is deduced that the solution depends completely or partly on the relevant body, the Administrative Office of the Courts will be send a copy of the same request at the time that they communicate the measures taken that will rectify the manifested anomalies, notifying the interested party about the record of remittance, like the subsequent response, once received.

2.3.12- Communication to the interested party of the steps taken:

The body responsible for processing the claim or complaint will inform the interested party as soon as possible of the means taken to rectify the anomaly complying with oral or written standards, according to that which the case requires or the interested requests, notwithstanding leaving proper internal proof on the corresponding processing sheet.

The communication to the interested must containing the date, the steps taken to rectify the anomaly and the number of the assigned expedient. Make a brief reference to the acts object to the complaint and inform the interested of the finalization of the expedient.

This communication must be explanatory. Use clear and simple language for its best comprehension. When using the written response, it must follow the 'Response to the Citizen' model that is attached in the appendix of the present instruction.

2.3.13.- Communication to the General Council of the Judiciary of the steps taken:

When the communication to the interested is executed in writing a copy of the letter will be sent to Citizen Service Unit of the General Council of the Judiciary. In other cases, an official letter will be sent to this unit that states the communication date, the assigned expedient number, a brief reference to the acts object of the matter, the decisions and measures taken, likewise the fact that the expedient finalized. All of which, for the purposes of recording the statistics, verification and other granted procedures.

2.3.14. Verification of the rectification of the anomaly:

The Presiding Judge of the Courts and Hearing, Doyen or Inspection Service of the General Council of the Judiciary will check to see if they have applied the correct methods necessary for the rectification of the anomaly situation, all of which with strict respect to the jurisdictional authority.

2.3.15 -Archive:

Once the communication to the interested is in place and a copy or official letter, in that case, is sent to the Central Citizen Service Unit of the General Council of the Judiciary, they will proceed to archive the claim, complaint or suggestion.

The finalized expedient that will be consist of the Citizen Service Form, the Processing Sheet, the contributing documents of the interested party and the written documents that will lead to their processing. These will be sent in a maximum deadline of one year from the date of the archive in the Central Archive Service of the corresponding body of government.

2.3.16: Statistics:

The processing centralization and analysis of the statistical data relative to the suggestions, claims, and complaints corresponds to the Citizen Service Central Unit of the General Council of the Judiciary. This statistic will elaborate upon the documentation that each Judicial Body and Service must obligatorily send to the cited Unit. The statistic results will be published in the Annual Report edited by the General Council of the Judiciary.

3. CITIZEN SERVICE OFFICES

Under the protection of Article 272 of the Judiciary Organic Law and Article 97 of Law 5/95 of the Judicial Actions Accessory Aspects, in agreement that the Citizen Service Offices can establish common services for the best service to the citizen. In order to contribute to the elaboration of some reference indications in the establishment and presentation of service and premises, and with respect to the contents of number 4 of Article 272, it is recommended that the relevant authorities take into account the following directional criteria basics so as to adequately set up and follow through the operations of the Citizen Service Offices of this type.

Common Services – It is advised that of Citizen Service Offices common services be installed in every Judicial Building and especially in those that have more than four Judicial Organ. Priority to those who count more than ten.

Location.- It is recommended that the Offices are placed the closest possible to the busiest entrances of the buildings and, if possible, with the minimal architectural barriers for its access. If not possible, ensure that the signs and identification of the Offices be sufficient and strategic, even from the exterior, so as to facilitate the location.

Infrastructure.- It is recommended that the Offices that are installed have common identifying elements and homogenous designs. Likewise, that they are well lit, welcoming spaces with comfortable waiting areas. They should include an area in which to consult books and write documents. Informative pamphlet displays and suggestion boxes should be available in plain view.

The design and furnishings of these offices should permit the citizens to be able to be helped comfortably, preserving their privacy. It is recommended that check-in desks, glass windows and similar obstacles be eliminated for personalized service.

Organization.- In the Citizen Service Offices it is recommended, when advisable by the demand volume, to separate the Service Units into 'in person'/ quick and slow, for information that is more detailed and requires a prolonged process of procedures. Likewise, the Telemated Service Units. This is recommended so as to avoid mutual distortions of service.

Means.- Equally, it is recommended to provide the Offices with the sufficient and current consultation tools so that the information facilitated to the interested parties can be agile, correct and viable. It's advisable to leave open the future possibility of connections with the anticipated comprehensive network. This is so that the group of Administrative Offices of the Courts can permit fast access and consultation for the information at their disposal.

Availability.- For convenience, service should be offered during the complete hours of the workday and, if spacing allowing, the service should be prolonged into the afternoon hours. If not possible, it is recommended to install automatic response machines or similar or other technological means that permit the reception of requests of processed information petitions from other places or outside the hours of the workday. In this case, an adequate announcement of the Citizen Service and Information Office telephone number, allowing the citizen to use it in order to avoid unnecessary waits and displacements.

Flexibility.- It is advisable that the organization and distribution of work in these offices are processed with the maximum flexibility possible so as to adapt to the variety of situations or requirements depending on the distinct types of locality and characteristics of the branches in which the services are offered.

Staff.- At all times, the staff should maintain command of service depending on the rhythm of persons and service and information petition influx. Normally this fluctuation is variable at the end of the workday, therefore planning a sufficient amount of posts throughout the workday is recommended.

The general criteria recommended is as follows: One employee per half-day at the Information workstation, 80 citizen consultations maximum. Or following another guideline, one employee at the Information workstation for every 25.000 document processing's of all the Judicial Organs in the branch. In any case, a minimum of government employees in the class of service is advised per Judicial Building.

Personnel Characteristics.- The government employees that offer their service in the Citizen Service Offices should be selected in agreement with the job post they are working. The value of their characteristics should be taken, not just their judicial-procedural knowledge. Their capability and willingness to help the citizens and their sensitivity for quality service provided should also be taken into account, and can also be subject matter for recommending them to receive express and specialized training in regards to the judicial scope.

Coordination.- The coordination of the citizen service and information activities in this field corresponds to the Citizen Service Central Unit of the General Council of the Judiciary, notwithstanding that which corresponds to the relevant Administrations in regards to the methods of service of the Administrative Offices of the Courts in their responsible field.

The premises of said Unit can be moved depending on the needs of the service, but exclusively for informative purposes and for coordination with other institutions and bodies, it can be found on C/ Trafalgar, 27 – Madrid (28010), telephone: 91-7005868, email: atencion.ciudadano@cgpj.es , and fax 91-7005867.

Collaboration: Work teams will consist of personnel from the Citizen Service Central Unit of the JGC and from the relevant autonomous organ in regards to the Administrative Offices of the Courts. Likewise, affected Chairmen and Doyens can have direct or delegated involvement. These collaborating groups are formed in order to have the best planning, creation and control for Citizen Service Offices' operation and for the purposes of guaranteeing service quality, ensuring smoother communication between distinct bodies and administrations that also assist in service given, avoiding the duplication of proceedings as well as exchanging necessary information.

Final Section- The General Council of the Judiciary has independence of the application of this Instruction depending on the availability of current personnel and material means. In their initial application of its provisions, the General Council of the Judiciary will not increment or alter its conduct. It will expressly involve this General Instruction in the Ministry of Justice and Autonomous Communities relevant to the subject of the Administrative Offices of the Courts' personnel and material means. It will also include the necessary mentions in circumstantial relation to the existing needs. This to be done, abiding by that disposed in Article 37 numbers 1 and 2 of the Organic Law of the Judiciary, for the purposes of taking the necessary steps so as to improve and develop the anticipated activities in the Law 1/1998 and in the present Instruction until the there is an integrated system and full citizen service in the Administrative Offices of the Courts.

APPENDIX II

CITIZEN CLAIMS, COMPLAINTS AND PRIOR INFORMATION PROCESSING FORMS

CITIZEN SERVICE FORM

Please:

- Fill out the form with clear print.
- Explain your complaint, suggestions or information request.
- If it is possible, indicate proceeding number and judge or court.
- We would appreciate a clear and concise explanation.

- If this paper is insufficient you may extend your explanation onto other paper.
- We would appreciate an attached photocopy of any justifiable documentation.
- If you need help, please ask an employee.
- Sign the document with finished. Thank you.

1.- PROCESSING SHEET

2.- COMMUNICATION EXAMPLE DIRECTED AT THE CITIZEN IN RESPONSE TO THE MATTER IN QUESTION

3.- CITIZEN SERVICE FORM

4.-COMMUNICATION EXAMPLE DIRECTED AT THE CITIZEN IN RESPONSE TO A REQUEST OF INFORMATION

5.- WRITTEN ACKNOWLEDGE OF RECEIPT EXAMPLE FOR THE CITIZEN

**Citizen Service Central Unit.
The General Council of the Judiciary.**

C/ Trafalgar, 27 – 28010 – Madrid.

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