



MCJL
MUSLIM CENTRE FOR JUSTICE AND LAW

Justice Without Discrimination

CLIENTS CHARTER

2020-2025

*Muslim Centre for Justice and Law
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FOREWORD

Since 2010, MCJL has continued to provide quality services to its clientele. We recognize that a client is central and is the sole why we exist as an entity. Having our practices in relation to our clients is crucial in maintaining the quality of services we offer. The purpose of this client charter is to improve service delivery by providing our clients with vital information about the services we offer, their obligations and how they can access these services. It sets out the standards for the performance of these functions and creates a mechanism for client enforcement, complaint handling and feedback.

This charter has been reviewed through consultations with MCJL clients and staff in the various field stations. MCJL commits itself to abide to the letter by this Charter. MCJL will continue to undertake monitoring and evaluation of its service delivery standards as a way of supporting the reporting process. A great appreciation goes to all those who were involved in its development.

We, the staff of MCJL are committed to ensuring that we offer quality services to our clients. Full implementation of this social contract is essential to fulfillment of giving clients the best. We call upon all our clients to use its provisions in accessing our services, so as to foster good governance and contribute to the efficient administration of access to justice.

On this note I therefore commend this charter to all users of MCJL services and hope that they will use the mechanisms suggested to enter into constructive dialogue with the Organization. This will help us to achieve our aim of continuous review and improvement in the quality of the services, which MCJL provides to the public.



Umar Nyanzi

President, MCJL

1.0 INTRODUCTION

1.1 Purpose of this client charter

This Clients Charter presents our Mandate, Vision, Mission, Value principles, key results areas and commitments with a view to improving the standards of services, productivity and quality our staff. The Charter also lays down the services provided by MCJL to her clients, the standard of such services and mechanisms for channeling complaints and feedback.

The charter sets out MCJL's commitments for the services it offers and standards that clients should expect from it. We are committed to providing the best possible legal aid services to the marginalized communities in Uganda. We intend to work with all stakeholders in a manner that promotes transparency and accountability and pledge to be an organization that listens and involves stakeholders in its decision making. This is aimed at empowering our clients with knowledge on the services we provide. This charter will also enable our clients appreciate and assert their rights and serve as a tool for continuous performance improvement.

1.2 Background

The Muslim Centre for Justice and Law (MCJL) is a Local organization formed in 2009 but officially registered in 2010 that is dedicated in promoting and advancing Justice, tolerance and human rights in Uganda. The organization has a primary focus on members of the grassroots communities and further encompasses the diverse community as a whole.

We provide organizational development expertise and concrete tools to strengthen local communities and societies to effectively advocate and deal with dynamic social challenges in the Muslim communities in Uganda. We

work directly with local communities and also in partnership with both public and private sector entities.

1.3 Programme Focus Areas

MCJL's Key programme focus areas include: -

- Access to Justice
- Gender and Women Empowerment
- Health promotion, SRHR and Advocacy
- Human Rights and good governance
- Peace Building and Interfaith

1.4 Areas of Operation

MCJL has mandate to operate national wide. Our current program however covers the districts of Kampala, Mpigi, Butambala, Mayuge, Bugiri, Omoro, Lamwo, Gulu, and Nebbi

1.5 Mandate

MCJL's mandate is to provide free legal aid services to the marginalized groups of people, through providing legal education on issues of Human rights, providing counseling and guidance to clients, represent clients in courts of law, conduct mediations, conduct prison visits, conduct sensitizations and trainings in regards to promotion of human rights and the rule of law in Uganda.

1.6 Vision

A Ugandan society that upholds universal faith-based principles in ensuring equitable access to justice, human rights and observance of the law.

1.7 Mission

To facilitate observance of human rights, justice, peace, and good governance through promotion of public interest, civil liberties, and obligations under the law.

1.8 Core Values and Principle services

The organization is committed to the following values:

- Respect for human rights
- Tolerance and accommodation of diversity
- Popular participation
- Collaboration and team work
- High ethical standards and professionalism
- Innovativeness

2. KEY RESULT AREAS

- a) Carry out legal education with the primary target of Muslim communities and members of other faith in general
- b) Create a religious pluralist and tolerant society nationally, regionally, and globally
- c) Lobby government and the legislature to put in place policies that promote access to justice and legal aid for the marginalized communities and individuals
- d) To network with local and international CSOs in promoting social justice and legal awareness

3. OUR COMMITMENTS

MCJL works in fulfilling our obligations towards the achievement of MCJL's mandate, we shall;

- a) Provide Quality legal advice, Alternative Dispute Resolution, counseling and Legal representation to clients.*CH*
- b) Ensure preparation and in-depth research in handling clients work so as to minimize possibility of losses.
- c) At all times work closely with Courts of law, Police and other relevant stakeholders ensuring holistic handing of cases.
- d) Follow up on cases referred to other Legal Aid Service Providers and those referred at MCJL to their logical conclusion.
- e) Ensure satisfaction of clients during workshops, conferences etc.
- f) Innovate legal solutions tailored towards management of problems and resolution of disputes
- g) Effectively communicate with clients and giveback about their issues
- h) Keep confidential whatever information comes to the knowledge of our staff by virtue of the office.
- h) Promptly handle clients compliant and give feedback amidst observing rules of natural justice.
- i) Attend to clients promptly with sufficient client's care. -2

4. CLIENTS RIGHTS AND EXPECTATIONS

Our clients have a right to;

- a) Quality and responsive services

- b) Lodge complaints and Feedback on issues raised by them
- c) Fairness and transparency
- d) Timely delivery of services
- e) Ask for and receive information with-in the ambit of the law
- f) Accountability

5. CLIENTS RESPONSIBILITIES

Our clients have the following obligations;

- a) Treat our staff with courtesy, politeness while guarding against abusive, threatening or violent behavior
- b) Provide necessary documents and other information are at hand to simplify work
- c) Cooperate with MCJL staff and follow established procedures
- d) Provide correct and consistent information promptly
- e) Not to offer gifts, favors or inducement to MCJL staff, or to solicit the same
- f) Respond to requests for accurate and timely information by MCJL
- g) Give feedback on staff performance in respect of service delivery
- h) Comply with the MCJL's laid down procedures
- i) Attend meetings to which you're invited by MCJL staff
- j) Accept their photos to be taken during case intake and after case completion for purposes of MCJL's documentation and accountability
- k) All information provided is owned by MCJL and therefore clients cannot hold MCJL accountable for refusal to give the clients the file that has been opened up

6. CLIENT IN TAKE

- a) MCJL reserves the right of admission and may withdraw representation at any stage of proceedings. The decision to drop instructions shall be made by the Head Legal department
- b) All clients shall be subjected to a Means and Merit test and MCJL shall take on cases of eligible clients.
- c) In the event a case is not taken on for any reason, a client shall be informed of the reason for the decision
- d) A client who is dissatisfied with the decision may notify the CRO for appropriate handling

7. FEED BACK FROM CLIENTS

For continuous improvement on our services, we expect feedback from our clients. The tools generated to provide feedback shall include but are not limited to:

- Client Relations Officer on **0704867605**
- Call center line **0414531084**
- Toll Free Line **0800256250**
- Verbal complaints – approach any of our Front Desk Officer
- Email: **muslimjustice41@gmail.com UP**

Where one is not contented with the response given, he/she can write to the President on this address;

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MCJL shall not tolerate violent means of raising complaints and such will be dealt with accordance with the law

8. MANAGING COMPLAINTS AND APPEAL MECHANISM

- a) Complaints are handled both at our field offices and Headquarters through the Client's Relations Officer.
- b) All complaints to MCJL can be lodged verbally or in writing to the CRO's Office and or through suggestion boxes. The complaints boxes are prominently positioned in front of the offices and are accessible even on weekends.
- c) Complaints/suggestions received through these boxes will be attended to promptly. Feedback on the complaints will be given not later than one week from the date of receipt. For this reason, persons lodging complaints are advised to provide their contact information. The complaints office is open during official working hours.

9. WHO MAY LODGE A COMPLAINT?

Any dissatisfied client or member of the public may lodge a complaint. The nature of the complaint may arise from;

- a) Dissatisfaction with the services given by a particular MCJL staff
- b) Professional misconduct by the staff of, MCJL, such as poor handling of cases
- c) Discontent with a decision taken in a particular matter, especially on issues regarding cases.
- d) Harassment of MCJL clients.

Apart from complaints, MCJL welcomes any feedback that may assist the center improve the Quality of services that we offer.

10. SAFEGUARDING.

MCJL staff may not divulge in any work that is hazardous to their health. A staff may refrain from handling a client if in the opinion of that staff a client is likely to harm or spread any contagious disease to the staff. When this happens, the staff shall report the case to the CRO for handling.

11. FINANCIAL ASSISTANCE;

MCJL staff shall not extend financial assistance to client beyond the services offered. Any donation that a staff wishes to extend to a client should be channeled through the CRO.

12. SPECIAL CATEGORIES OF CLIENTS

Children

In resolution of matters involving children, the best interests of a child shall be of paramount considerations. All processes should protect the psychological wellbeing of the child. The Child may be consulted about the proceedings and officers shall endeavor to separate a child from their parents where in the opinion of the officer, proceedings may adversely affect the child. All proceedings involving children should be prioritized and a child friendly environment should be created by an officer handling children matters.

Widows and Widowers

An officer handling matters involving a widow should take into Account the vulnerability of the widow and psychological concerns affecting this widow. Protection of the widow will be key in handling such matters. In the event an officer is unable to assist a widow, the CRO should be notified.

Elderly

Persons above the age of 60 should be given special attention. An officer handling an elderly person should take into account the mental state and the vulnerability. The officer should allocate more time to the elderly to allow opening up and should listen extensively even to matters that may not be so relevant to the subject matter. If in the opinion of MCJL staff this elderly person needs further assistance, the CRO should be notified.

Persons with Disabilities

Special Attention should be given to PWDs. An officer may assist a PWD in writing, movement among other things. If an additional skill like services of an Interpreter are required, the CRO should be notified for assistance. In Conferences, PWDs shall be given strategic seats and shall always be given opportunity to air out their views.