

PACIFIC JUDICIAL DEVELOPMENT PROGRAM

DEALING WITH DIFFICULT CUSTOMERS

<u>Difficulty</u>	<u>Issue or Characteristic</u>	<u>Method</u>
Poverty – Poor people	They have no money and no goods	Serve writ etc and return to court
Family & Friends	Bailiff risks losing relationship	Delegate the process to someone else
Body language of judgement debtor	They may use cunning, or give no response Swearing and intimidation	Execute writ, special seizure, affidavit
Bribe	It is illegal for defendant to give and for Bailiff to accept. Some judgement debtors can put pressure on Bailiff	Use firm language to explain that they are doing something illegal. Don't look like you will accept a bribe or look like you can change your mind. Serve writ etc and return to Court.
Anger / Hate / Violent	Takes up time & energy & patience, judgement debtors don't listen and understand what is happening. Bailiff feels threatened and intimidated	Let judgement debtor settle down, you can speak in calm tones, don't make the judgement debtor more angry. Explain that you are doing your job. Seek assistance from Police, leave the scene and ask for assistance from Chief Bailiff
Liar	Difficult to find out whom the goods belong to. Takes up a lot of time to find out.	Execute writ etc, special seizure, affidavit
Not understanding	Judgement debtor needs to know the process for their own protection against penalty	Explain in simple language, repeat the instructions, tell them what is happening step by step
Upset & Crying	Takes up time and difficult to explain the situation to them. Upsets Bailiff. Maybe the tears are just pretence.	Explain process slowly and clearly. Be respectful. Still execute writ, warrant etc and return to court.
Ex criminals	Judgement debtors think they know the law better than the Bailiff.	Don't waste time arguing or explaining. Serve the warrant / writ and leave.
Disappearing judgement debtor	Have to search for the judgement debtor if they can't be found	Get help from Town Officer or the relatives of the judgement debtor

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