

Panel Discussion

**How Can We Help:
Approaches to Customer
Service in Civil Process**

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Criminal Appeals**

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Course Description

Civil process is often the public's first (and most frequent) touchpoint with a constable's office.

- We'll discuss best practices for top-notch customer service while staying within legal and ethical boundaries.
- Topics include professionalism, communication, legal information vs. legal advice, ethics, technology, and resources.
- Unique perspectives from panelists representing different office sizes.

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Learning Objectives

Identify best practices for effective customer service related to civil process.

- Apply standards of ethics, professionalism, and effective communication to real-life scenarios.
- Distinguish between legal information and legal advice.
- Use technology to access important information and resources.
- Use the Civil Process Field Guide and other handbooks, statutes, and forms relating to service of civil process.

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Panelist Introductions

Constable Chad Jordan, Pct. 4 - Hood County (small agency)

Constable Paul Leal, Pct. 4 - Williamson County (medium agency)

Constable Ali Flores, Pct. 4 - Comal County (medium agency)

Lt. Carl Eller, Pct. 5 - Travis County (Constable Carlos Lopez) (medium agency)

Lt. Jim Slack, Pct. 4 - Montgomery County (Constable "Rowdy" Hayden) (large agency)

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Are you ready

6

But first...

A Poll

Question

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Poll Question:

How many Deputies are in your office?

0-4 Deputies?
(small office)

5-10 Deputies?
(medium office)

10+ Deputies
(large office)

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Round 1

Customer Service

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Round 1

What are 3 words for how you want the public to view your office?

Professionalism

Dedication

Compassion

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Round 1

What is one thing your office does *really well* in customer service that you are proud of?

That “one” Thing

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Round 1

How often do you call people back to update on:

Complaints

Paperwork

Call Backs

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Round 1

How do you use social media and/or a website to enhance customer service?

Social Media

Website

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Round 1

What are your policies for responding to social media messages, emails, and website contact forms?

Messenger

Comments

**Website
Contacts**

Emails

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Round 2

Transparency & Conflict

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Round 2

What is the difference between legal information and legal advice?

Who's on the docket?

Should I sue?

Will I win?

What's a writ of possession?

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Round 2

What resources are available to the public from your office, and how can you educate them?

Handouts

Social Media

Infoscreen

Other?

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Round 2

What misunderstandings do you hear about what a Constable's Office can/can't do?

Patrol

Work Traffic

Events

Make Arrests

18

Round 2

How is your professional relationship with your JP and Commissioner?

Perfect

Not Good

Best of Friends

Mid

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Round 2

What is your process for handling complaints about your staff (deputy/clerk) or even yourself?

**Refer to
someone else?**

**Complaint
Process**

**No complaints,
ever.**

20

Round 2

How do you balance officer safety and scene control while being respectful and transparent in regards to:

Evictions

Seizures

**Mental Health
Warrants**

**Child Custody
Orders**

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Round 2

If you wanted to improve customer service w/o funding or w/o new staff, what are the first few things you would do starting Monday morning?

**Community
Meeting?**

**Be more
available?**

**I'm perfect
already.**

**Social
Media?**

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Resources

- <https://www.tjctc.org/>
 - Civil Process Field Guide and other deskbooks.
 - Webinars, self-paced modules, forms.
 - SRL packets, self-help resources for the public, etc.
- <https://statutes.capitol.texas.gov/> - Statutes and Constitution
- <https://www.txcourts.gov/rules-forms/rules-standards/> - TRCP
- OCA Legal Information vs. Legal Advice guidelines – *see class handouts*.
- Check for if you have a local referral list (or AI could help you make one):
 - JP courts • city services • county services • legal aid.