



**PRÉFET
DE LA SEINE-
MARITIME**

*Liberté
Égalité
Fraternité*

Our user charter

YOU and US

All equal before the law,
equal respect for all

We are committed to :

- Giving you information on administrative procedures via several means of communication
- Welcoming you with care and civility
- Giving clear answers to your general inquiries within an agreed period and without fail
- Answering your complaints and suggestions systematically within an agreed period and without fail
- Being attentive in order to offer better services

You are kindly asked to :

- Make sure that you have in your possession all the necessary documents to process your request
- Respect the private workspace of personnel
- Remain polite and courteous under any circumstance
- Remain calm and maintain a non-threatening demeanour

Contempt towards agents of the prefecture or sub-prefectures can be criminally prosecuted under the provisions of article 433-5 of the Criminal Code¹.

¹ Contempt is punished by a fine of €7,500. It consists of words, gestures or threats, written documents or pictures of any type not released to the public, or the sending of any article addressed to a person discharging a public service mission, acting in the discharge or on the occasion of their office, and liable to undermine their dignity or the respect owed to the office that they hold.