



***“Improving the quality and efficiency of the judicial system through infrastructure development and better management”***

***Component II: “Improvement of the way cases are handled by the judicial system by applying tried and tested methodologies developed by the Council of Europe”***

CO-OPERATION PROGRAMME  
BETWEEN THE MINISTRY OF JUSTICE OF THE REPUBLIC OF CROATIA  
AND  
THE EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE (CEPEJ)

**1st meeting, 18 May 2015  
Agenda**

***Venue: Municipal Court of Varaždin, Braće Radića 2***

*Discussions will aim at the implementation of satisfaction surveys*

<b>9h- 9h15</b>	<b>Welcome and foreword by Mr Alan Pretković, President of the Court</b>
<b>9h15 – 10h15</b>	<b>Preliminary presentations</b>  <b>Introduction by Mrs Hélène Jorry</b> <ul style="list-style-type: none"> <li>- Presentation of the Model Questionnaire for court users/lawyers (objectives, methodology, etc.)</li> <li>- Presentation of the similar CEPEJ surveys conducted in other European countries</li> </ul> <b>Introduction by Mr Alan Pretkovic</b> <ul style="list-style-type: none"> <li>- Presentation of the context of reforms in Croatia</li> <li>- Presentation of the needs and expectations of the court as regards satisfaction surveys</li> </ul>
<b>10h15 – 11h30</b>	<b>Discussion regarding the questionnaire, possible amendments to the questions, expected duration of the survey</b>
<b>11h30 - 12h00</b>	<b>Discussion on concrete results which could be expected from the activity Outline of the future steps, etc.</b>

<b>List of participants</b>
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**CEPEJ expert**

**Hélène Jorry**, CEPEJ expert

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**Municipal Court of Varaždin**

**Alan Pretković**, President of Municipal Court

**Mario Klačmer**, Head of IT department

**Radmila Maltar**, Head of court registry and statistical department