

**EUROPEAN COMMISSION FOR THE EFFICIENCY OF JUSTICE
(CEPEJ)**

NETWORK OF PILOT COURTS

**6th Plenary Meeting
Strasbourg, Agora building
22 September 2011**

**PREPARATORY QUESTIONNAIRE ABOUT ITEM 5 OF THE AGENDA
"WHICH INDICATORS FOR MEASURING THE QUALITY OF JUSTICE ?"**

Name of the pilot court: Bezirksgericht LINZ – District Court of LINZ
Country: Austria

I. Is there in your court a programme or programmes regarding the quality of justice ?

- | | | |
|---|-----|----|
| A. Country | yes | |
| B. Region (for instance for federal states) | | no |
| C. Court | | no |

II. If yes, which scopes are concerned by these programmes in the five following fields (to know the content of these fields, please refer to the Checklist for promoting the quality of justice and courts http://www.coe.int/t/dghl/cooperation/cepej/quality/default_EN.asp) ?

- | | | |
|---|-----|----|
| A. Strategy and policies | | no |
| B. Job and operations processes | yes | |
| C. Access to justice, communication to court users and the public | | no |
| D. Human resources and status of judges and prosecutors | yes | |
| E. Means of justice | | no |

F. Please specify the actions undertaken in these fields :

One permanent method measuring quality is statistics. Statistics of workload and open cases or undone decisions, programs controlling the quality of the registry of court.

Another system of quality checks – as reaction of single complaints of court users – is the "Ombudsstelle", which consists of judges of the Oberlandesgericht who are specialised in working with complaints of court users in a very quick and informal way.

III. Is there in your country a programme for evaluating the quality of justice?

YES

A. On which tools are they based ?

- | | | |
|--|---------------|-----|
| 1. Satisfaction surveys? | no | |
| Inspection (inspectorate body, High Council of the Judiciary, other) ? | Innenrevision | yes |
| 2. Peer evaluation ? | no | |
| 3. Other tools ? | no | |
| Which are they ? | | |
-

IV. Do you have indicators for measuring quality ? YES

If yes, which ones :

- | | |
|---|----|
| 1. Rate of annulment/challenge of court decisions | |
| By higher courts ? | no |
| 2. Continuous training ? | no |
| 3. Others ? | no |

If yes, which ones ?

- Statistics:
- a) Relation between pending cases and workload of a Judge
 - b) Decisions done in time

Free comments :

One step to a better quality management at District Court of Linz was using the questionnaire of CEPEJ for measuring satisfaction of lawyers dealing with District Court of Linz last June.

We will discuss the results in October 2011 searching for improvements in those points with a bigger difference between evaluation of performance and importance .