

Strasbourg, 1 August 2011

**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: Retten i Esbjerg.....

Country: ...Denmark.....

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

- | | |
|---|-----|
| A. Country | yes |
| B. Region (for instance for federal states) | yes |
| C. Court | yes |

**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 | yes |
| B. Job and operations processes | yes |
| C. Access to justice, communication to court users
and the public | yes |
| D. Human resources and status of judges and prosecutors | yes |
| E. Means of justice | ? |

F. Please specify the actions undertaken in these fields :

-Language policy (sprogpolitik).....
-User survey (brugerundersøgelser) ...
-Peer evaluation.....
-Action plans (handlingsplaner)
-Best practice ...
-Satisfaction surveys (tilfredshedsundersøgelser).....

.....Welfare studies (trivselsundersøgelser).....

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? yes
 Inspection (inspectorate body, High Council of
 the Judiciary, other) ? yes
2. Peer evaluation ? yes
3. Other tools ? yes
 Which are they ?

Den Særlige Klageret/ Special Review Court.....

Peer evaluation.....

User survey.....

IV. Do you have indicators for measuring quality ?

YES

If yes, which ones :

1. Rate of annulment/challenge of court decisions
 By higher courts ? yes
2. Continuous training ? yes
3. Others ? yes
 If yes, which ones ?

User survey.....

Internal courses

Free comments :

The Court Administration (Domstolsstyrelsen) has set up working groups which have prepared reports for measuring the quality of justice.

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