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: District Court in Maribor (Okrožno sodišče v Mariboru)

Country: Slovenia

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

   A. Country   **<u>yes</u>**   no
   B. Region (foe instance for federal states)   yes   no
   C. Court   **<u>yes</u>**   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   **<u>yes</u>**   no
   B. Job and operations processes   **<u>yes</u>**   no
   C. Access to justice, communication to court users
        and the public   **<u>yes</u>**   no
   D. Human resources and status of judges and prosecutors   **<u>yes</u>**   no
   E. Means of justice   **<u>yes</u>**   no

   F. Please specify the actions undertaken in these fields :
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III. Is there in your country a programme for <u>evaluating</u> the quality of justice?

   YES   NO

   A. On which tools are they based ?

    1. Satisfaction surveys?   <u>**yes**</u> no
       Inspection (inspectorate body, High Council of
       the Judiciary, other) ?   <u>**yes**</u> no
    2. Peer evaluation ?   yes <u>**no**</u>
    3. Other tools ?   yes no
       Which are they ?

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IV. Do you have indicators for measuring quality ?   <u>**YES**</u> NO

       If yes, which ones :
    4. Rate of annulment/challenge of court decisions
       By higher courts   ?   <u>**yes**</u> no
    5. Continuous training ?   <u>**yes**</u> no
    6. Others ?   yes no
       If yes, which ones ?

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       Free comments :

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