

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:      rechtbank Arnhem.....

Country:      The Netherlands.....

**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 | no |
| 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](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<br>and the public | yes |
| D. Human resources and status of judges and prosecutors              | yes |
| E. Means of justice  | yes |

F. Please specify the actions undertaken in these fields : I refer to the checklist, which I have returned on September 12.

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**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) ? | no  |
| 2. Peer evaluation ?   | yes |
| 3. Other tools ?   | yes |
| Which are they ? Evaluation of timeframes                              |     |

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**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 ?                          | yes |
| 3. Others ?                                       | yes |

If yes, which ones ? Read decisions of other judges before they are taken.

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Free comments :

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