

# Court Users Satisfaction Questionnaire -

## INTRODUCTION

(Short explanation by the Research Company/ Constitutional Court/ CoE about the background and the purpose of the survey, assurance of anonymity, emphasis on the fact that all questions are exclusively about the Constitutional Court)

**Please indicate your level of satisfaction regarding the following:**

	very dis-satisfied	dis-satisfied	moderately satisfied	satisfied	very satisfied	
<b>1. Accessibility and premises of the Constitutional Court building</b>						I have not been there
1.1 Access conditions to the Court	•	•	•	•	•	•
1.2 Access conditions to the Court for disabled persons	•	•	•	•	•	•
1.3 Ease of finding your way inside the Court	•	•	•	•	•	•
1.4 Waiting conditions	•	•	•	•	•	•
<b>2. Functioning of the Constitutional Court</b>						I had no contact
2.1 Attitude and politeness of court staff	•	•	•	•	•	•
2.2 Speed at which your case was dealt with	•	•	•	•	•	•
2.3 Clarity of the court notification	•	•	•	•	•	•
2.4 Clarity of the decision	•	•	•	•	•	•
<b>3. Access to information about the Constitutional Court</b>						I did not use it
3.1 Ease of obtaining information about the Court	•	•	•	•	•	•
3.2 Clarity of information provided by the Court's Information Desk	•	•	•	•	•	•
3.3 User-friendliness of the website of the Court	•	•	•	•	•	•
3.4 Helpfulness of the content of the website of the Court	•	•	•	•	•	•
3.5 Clarity of the referral form provided by the Constitutional Court	•	•	•	•	•	•
3.6 Usefulness of the referral form provided by the Constitutional Court	•	•	•	•	•	•
3.7 Clarity of the Court Guide	•	•	•	•	•	•
3.8 Usefulness of the Court Guide	•	•	•	•	•	•

## 4. How did you find information about the Constitutional Court? (Multiple answers possible)

- mainstream media (radio, TV, newspaper)
- online
- in person at the Constitutional Court building
- through my lawyer

## 5. Type of case

5.1 Your case before the Constitutional Court concerned the following jurisdiction: (Tick one answer)

- Civil procedure
- Commercial procedure
- Criminal procedure
- Administrative procedure
- Other
- No answer

5.2 In which year was your case handled by the Constitutional Court closed? (Tick one answer)

- 2009-2014
- 2015-2018
- 2019-2022

5.3 How did you refer your case to the Constitutional Court? (Multiple answers possible)

- By email
- By post
- By fax
- In person at the Constitutional Court building

5.4 What was the decision of the Constitutional Court on your case? (Tick one answer)

- Inadmissible case
- Judgement fully in my favour
- Judgement partly in my favour
- Judgement not in my favour

5.5 In what capacity did you refer a case to the Constitutional Court? (Tick one answer)

- Individual (Natural or Legal Person) > skip 5.6, go to 5.7
- Representative of a state organisation

5.7 Where you represented by a lawyer?

- Yes
- No

*Question for selection of respondents:*

5.6 Which organisation or function? (Tick one answer)

- Court
- Municipality
- Vice President of Municipal Assembly
- Deputies
- Government
- Ombudsperson
- President of the Assembly
- President of the Republic

## 6. Personal data

6.1 Age

- Younger than 18 years
- 18-30
- 31-50
- 51-65
- 66 or older

6.2 Gender

- Male
- Female

6.3 Was the written correspondence with the Constitutional Court conducted in your mother tongue?

- Yes
- No

6.4 Were the hearings held in your mother tongue?

- Yes > skip 6.5, go to 6.6
- No
- I did not attend a hearing > skip 6.5, go to 6.6

*Question for selection of respondents:*

6.5 If the hearing was not held in your mother tongue, were you given an interpreter?

- Yes
- No

6.6 Did you receive legal aid?

- Yes
- No

**7. Do you have any remarks or suggestions to make in connection to the Constitutional Court?**

Thank you for your participation in this survey.