



14 November 2025

CEPEJ-GT-QUAL(2025)12

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

Working Group on Quality of Justice (CEPEJ-GT-QUAL)

39th meeting – 20-22 October 2025

Valletta, Malta

Hybrid meeting

MEETING REPORT

1. Introduction

1. The Working Group on the Quality of Justice (CEPEJ-GT-QUAL) of the European Commission for the Efficiency of Justice (CEPEJ) held its 39th meeting in Valletta (Malta), on 20 and 22 October 2025 at the invitation of the Maltese Presidency of the Council of Europe. The meeting was chaired by João ARSENIO DE OLIVEIRA (Portugal). The agenda and list of participants are attached to this report as Annexes I and II respectively.

2. Brainstorming on the next CEPEJ-GT-QUAL mandate and preparation for the joint meeting (21 October 2025)

2. The Working Group held an exchange on the priorities and working methods for the next CEPEJ-GT-QUAL terms of reference contained in the future CEPEJ activity programme for 2026-2027 (CEPEJ(2025)12). Discussions focused on the current challenges and threats to justice systems and on their quality, as well as on the growing distrust of the users toward their justice systems throughout Europe.
3. It was agreed that key priorities could include:
 - promoting the trust of the users of the justice systems including through strengthening 'judgecraft' (judges' skills which go beyond pure legal competences), communication with the users, notably from young generations, etc.
 - ensuring 'humanization' of justice, including through further promotion of access to justice for vulnerable groups and consideration of user feedback and satisfaction measurement;
 - continuing promoting Alternative Dispute Resolution, in particular mediation;
 - reviewing CEPEJ tools, in particular Handbook for conducting satisfaction surveys aimed at Court users in the Council of Europe's member States (12/2016) and the Guidelines on the role of court-appointed experts in judicial proceedings of Council of Europe's Member States (12/2014).
4. Members expressed support for maintaining a balanced approach between the development of practical tools and tools setting principles for ensuring the quality of justice.

Discussions also focused on enhancing synergies with other CEPEJ working groups, particularly regarding digitalisation and measuring quality of justice through indicators or indexes.

3. Access to justice

5. Vivien WHYTE (France) and Helen BURROWS (United Kingdom) presented the draft Checklist for Promoting Access to Justice (CEPEJ-GT-QUAL(2025)8).
6. The Working Group noted its comprehensive approach and alignment with the CEPEJ approach on user-centred justice. Members provided suggestions for clarifying certain parts of the document related in particular to the accessibility of hearings and ADR.
7. The Working Group asked the experts to finalise the checklist following the integration of comments and agreed to submit the final version with a view of its adoption at the next CEPEJ plenary in December 2025. Possible ways to complement this work, including with the development of a Toolbox on Access to Justice for Vulnerable People will be further discussed during the next meeting.

4. Revision of the satisfaction surveys methodology

8. Vanessa LEPEU (France) presented the experience of the Tribunal judiciaire of Lyon (France), in conducting user's satisfaction surveys and focused on the very advance follow-up work that was conducted by the court with the establishment of a users committee ("comité d'usager") to make sure that the findings of the satisfaction surveys would be translated into concrete actions. Luigi Cipollini (Italy) presented proposals for the revision of Handbook on Satisfaction Surveys (CEPEJ-GT-QUAL(2025)11).
9. The Group commended the very impressive work conducted in the court of Lyon. Members of CEPEJ-GT-QUAL insisted on the importance of keeping the handbook accessible to courts and judicial staff, and therefore not making it a very technical document. The creation of specific modules on different topics (such as methodology of the surveys, sample quotas, field work, data collection and analysis, interpretation of the results and post survey actions) was discussed as a viable option, as well as the development of digital survey tools.

5. Mediation

10. Maria OLIVEIRA (Portugal) presented the draft Guide on Promoting Child Inclusive Mediation (CIM) (CEPEJ-GT-QUAL(2025)9) that she prepared in cooperation with Lisa PARKINSON (United Kingdom). Members of the CEPEJ-GT-QUAL welcomed the document and proposed revisions while highlighting the importance of having included a definition of CIM, examples of good practices as well as recommendations on measures to be taken at national level to promote CIM.
11. The experts would finalise a revised version incorporating feedback, with a view to submit the final version to the CEPEJ Plenary meeting in December 2025 for adoption.
12. Jens MOLDENHAUER (CNUE) informed the CEPEJ-GT-QUAL members that this topic will be put on the agenda of CNUE's next meeting to be held in November 2025 so to obtain members' feedback.

6. Translation and interpretation in judicial proceedings

13. Prof. Mira KADRIĆ (Austria) presented the draft Tool on Interpretation in Judicial Proceedings (CEPEJ-GT-QUAL(2025)10).
14. The Group commended the very comprehensive approach of the document but recalled that, being a CEPEJ document, it should be more centred on the functioning of the judicial proceedings and should rather provide practical recommendations for courts and judicial administrations.
15. It was agreed that the future tool should contain a chapter regarding how interpretation services must be organized (qualifications of interpreters, examinations, list, payment, what happens when no interpreter is available for a specific language, evaluation of their work), a chapter regarding the interpreters themselves (in particular basic ethical principles), a chapter for judges and legal practitioners (how to work with interpreters, how to sit them in the room, what to expect). The issue of digital interpretation and remote hearings should also be addressed.
16. Prof. KADRIĆ would prepare a revised draft for review at the next meeting.

7. Joint work with other CEPEJ working groups: improving work-life balance in the judiciary

17. Stergios KOFINIS (Greece) provided information on progress made by the Working Group on Work-life Balance (CEPEJ-GT-WLB). Members noted the relevance of this cross-cutting initiative for the judiciary and encouraged continued coordination.

8. Any other business

18. The Group agreed on the prospective dates and venues of the 2026 meetings, to be confirmed by the Secretariat at the beginning of next year.

Appendix 1 DRAFT AGENDA

Opening of the meeting

1. Adoption of the agenda
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2. **Brainstorming in preparation of the next CEPEJ-GT-QUAL mandate and preparation of the joint working group meeting in Malta (21 October 2025)**

Discussion

Access to justice

3.
 - Discussion on the draft checklist for promoting access to justice

Experts in charge: Vivien Whyte (France) and Helen Burrows (United Kingdom)

Mediation

4.
 - Discussion on the draft Guide on promoting Child Inclusive Mediation (CIM)

Experts in charge: Maria Oliveira (Portugal) and Lisa Parkinson (United Kingdom)

Interpretation in judicial proceedings

5.
 - Discussion on the draft structure and content of the future tool on interpretation in judicial proceedings

Expert in charge: Prof. Mira Kadrić, professor for Interpreting Studies and Didactics of Translation, Centre for Translation Studies, University of Vienna (Austria)

Revision of the satisfaction surveys methodology

6. - Discussion on the revision of the satisfaction surveys methodology

Expert in charge : Vanessa Lepeu (France) and Luigi Cipollini (Italy)

Joint work with other CEPEJ working groups on Improving Work-life balance in the judiciary

7. - Point of information

Any other business

8. - Date and place of 2026 meetings
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Appendix 2 LIST OF PARTICIPANTS

MEMBERS / MEMBRES

Gilles ACCOMANDO, Magistrat, directeur de l'Ecole de formation du barreau de la cour d'appel de Paris, FRANCE

Joao ARSENIO DE OLIVEIRA, Head of Department, International Affairs Department, Directorate-General for Justice Policy - Ministry of Justice, Lisbon, PORTUGAL

Wim DAVID, Juge à la Cour d'appel, Bruxelles, BELGIQUE

Merethe ECKHARDT, Director of Development, The Danish Court Administration, Centre for Law, Training and Communication, Copenhagen, DENMARK

Stergios KOFINIS, Administrative Judge at First Instance Administrative Court of Thessaloniki, GREECE

Cristina LORENZO PEREZ, Advisor on Digital Transformation Affairs of Administration of Justice Ministry of Justice, Madrid, SPAIN

PRESIDENT OF THE CEPEJ / PRESIDENT DE LA CEPEJ

Francesco DEPASQUALE, The Honourable Mr Justice, Superior Courts, Ministry of Justice and Home Affairs, Valetta, MALTA

SCIENTIFIC EXPERTS / EXPERTS SCIENTIFIQUES

Helen BURROW, Lawyer and Justice Reform Practitioner, UNITED-KINGDOM

Luigi CIPOLLINI, Data Scientist, Ministry of Justice, ITALY

Mira KADRIC -SCHEIBER, Professor, Department for Translation Studies, University of Vienna, AUSTRIA

Vanessa LEPEU, Secrétaire générale du président, Première vice-présidente adjointe, Tribunal Judiciaire de Lyon, FRANCE

Maria OLIVEIRA, Lawyer and mediator, PORTUGAL

Lisa PARKINSON, Family mediation trainer and consultant, UNITED KINGDOM

Vivien WHYTE, Directeur des services de greffe judiciaires, Tribunal de Strasbourg, FRANCE

OBSERVERS / OBSERVATEURS

COUNCIL OF THE NOTARIAT OF THE EUROPEAN UNION (CNUE) / CONSEIL DES NOTARIATS DE L'UNION EUROPEENNE (CNUE)

Jens MOLDENHAUER, Attorney and Notary, Vice President of the Notary Chamber, Kassel, GERMANY

EUROPEAN EXPERTISE AND EXPERT INSTITUTE (EEEI)

Jean-Raymond LEMAIRE, France

**INTERNATIONAL UNION OF BAILIFFS / UNION INTERNATIONALE DES HUISSIERS DE JUSTICE
ET OFFICIERS JUDICIAIRES (UIHJ)**

Mathieu CHARDON, retired Officier judiciaire, France (online)

SECRETARIAT

**DGI - Human Rights and Rule of Law, Division for the independence and efficiency of justice /
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Muriel DECOT, Executive Secretary of the CEPEJ/ *Secrétaire exécutive de la CEPEJ*

Clémence BOUQUEMONT, Secretary of CEPEJ-GT-QUAL / *Secrétaire du CEPEJ-GT-QUAL*

Ervilda SMAJLAJ, Assistant/*Assistante*

INTERPRETERS / INTERPRÈTES

Annette SCERRI

Luke TILDEN