



***Strengthening the Quality and Efficiency of Justice in Kosovo\* (KoSEJ Action)***

**Workshop to present the results of the court users' satisfaction surveys**

**Three pilot courts: the Basic Courts of Gjakova, Pristina, and Prizren**

**Tuesday 15 May 2018 at Hotel Garden in Pristina**

**09:30 – 10:00 Coffee and registration**

**10:00 – 10:15 Opening remarks**

- *Marko Aavik, CEPEJ international expert, Estonia*
- *Stephanie Lefevre, KoSEJ Project Manager, Council of Europe Office in Pristina*

**10:15 – 11:00 Presentation of the draft results of the surveys (common to the three courts)**

- *Presentation by: Mr Visar Vokrri, Advanced Researcher, Riinvest Institute*

Surveys targeting court users and lawyers, focusing on several topics, including: accessibility and premises of the courts, court functioning, judges and hearings, prosecutors, access to information, lawyer-court relationship, courts' decisions.

**11:00 – 11:50 Discussion about the draft recommendations with the aim of identifying a common priority and defining a common project**

- *Moderator: Mr Marko Aavik, CEPEJ international expert, Estonia*

Discussing with the participants the results of the surveys, in particular the difficulties which courts face, collecting additional information on the various areas of court organisation, court activities and services where the level of court users' satisfaction is low, identifying a common priority for the three courts, and exploring the possibility to develop a common project to address it jointly with the three courts, in light of the draft recommendations and with the support of the KoSEJ Action.

**11:50 – 12:00 Concluding remarks**

- *Mr Marko Aavik, CEPEJ international expert, Estonia*
- *Stephanie Lefevre, KoSEJ Project Manager, Council of Europe Office in Pristina*

**12:00 – 13:30 Lunch break**