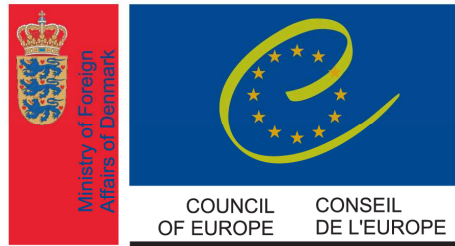


DENMARK'S GEORGIA PROGRAMME 2010-2013  
PROMOTION OF JUDICIAL REFORM,  
HUMAN AND MINORITY RIGHTS

დანის საქართველო პროგრამა 2010-2013  
სასამართლო რეფორმის, ადამიანისა და  
უმცირესობათა უფლებების ხელშეწყობა



**Roundtable Meeting of CEPEJ experts with Representatives of Georgian Judiciary  
on issues related to  
Court User Satisfaction Survey**

**Tbilisi, 10 February 2012**

**Draft programme**

***Supreme Court building***

- 12:00 – 12:10 **Short welcome speech by the Chairman of Supreme Court  
Mr Konstantine Kublashvili**
- 12:10 – 13:30 **Presentation by Mr François PAYCHÈRE, Chairman of the CEPEJ  
Quality of Justice Working Group, Judge from Switzerland.**
- CEPEJ methodology for Conducting Court Satisfaction Surveys Aimed at  
Court Users in Council of Europe Member States:
- Preparation of the survey: objectives, scope, categories of users/respondents (target groups), methods, questionnaires, resources;
  - Management and administration of a survey;
  - Recording the replies, analyzing the results, reporting.
  - Experience of selected courts of Council of Europe member States in conducting court user satisfaction surveys: Essential elements & practical examples
- 13:30 – 14:30 ***Lunch break***
- 14.30 – 15.00 **Q&A, discussion**
- 15.00 – 16:00 **Presentation by Mr Fabio Bartolomeo, Head of Statistics Department  
of the Italian Ministry of Justice, member of the CEPEJ working  
group on the quality of justice.**
- Italian experience on conducting satisfaction surveys;
  - Special software developed by Italian MoJ processing satisfaction surveys.
- 16:00 - 17:00 **Q&A, discussion, concluding remarks.**