

Appendix III

European Commission for the Efficiency of Justice (CEPEJ)

Terms of reference of the Working Group on quality of justice
(CEPEJ-GT-QUAL)
2020-2021

1. Tasks

In accordance with article 7.2.b of Appendix 1 to Resolution [Res\(2002\)12](#), and under the authority of the European Commission for the Efficiency of Justice (CEPEJ), the Working Group on quality of justice (CEPEJ-GT-QUAL) is instructed to develop means of analysis and evaluation of the work carried out within courts with a view to improving, in the member States, the quality of the public service of the justice system, in particular vis-à-vis the expectations of the justice practitioners and users

In order to fulfil its tasks, the CEPEJ-GT-QUAL shall in particular:

- a. develop tools, indicators and means for measuring the quality of judicial work and the way in which this service is perceived by the users;
- b. develop and promote the principles of the “European Ethical Charter on the use of AI in the judicial systems and their environment”;
- c. develop a tool on how to ensure better diversity in the recruitment and promotion of judges;
- d. support courts and justice professionals in improving their communication with litigants, particularly in the drafting and communication phase of judicial decisions;
- e. prepare guidelines on the centrality of the user in proceedings, particularly in civil matters;
- f. develop relevant tools on mediation and promote the national mediation contact points network created by the CEPEJ-GT-MED;
- g. promote among courts the effective implementation of the Handbook for court users’ satisfaction surveys and analyse the results of such surveys and organise and implement the subsequent court coaching programme;
- h. develop other measures and tools supporting and improving the quality of the public service of justice implemented by member States, taking into account, in particular, the Checklist for promoting the quality of justice and the courts ([CEPEJ\(2008\)2](#));
- i. promote the translation and effective dissemination of the CEPEJ's relevant tools and measures;
- j. develop training curricula with training institutes, if appropriate, and concerning CEPEJ tools in the field of quality of justice;
- k. contribute to the implementation of the relevant co-operation programmes.

2. Composition

The CEPEJ-GT-QUAL is composed of 6 members of the CEPEJ or experts, as well as possibly 2 substitute members, proposed by member States through the CEPEJ members and appointed by the CEPEJ Bureau, with an in-depth knowledge in the field of operation of courts, analyse of judicial practice and, when necessary, mediation. Their travel and subsistence expenses will be borne by the budget of the Council of Europe. Other experts appointed by the member States may participate in its work, at their own expenses.

The relevant Council of Europe and European Union bodies may be represented to the CEPEJ-GT-QUAL without the right to vote or defrayal of expenses.

The non-governmental organisations granted observer status with the CEPEJ can be invited by the Bureau to participate in the work of the CEPEJ-GT-QUAL, on a case-by-case basis, if the Bureau considers their attendance relevant for the quality of the work.

3. Working structures and methods

The CEPEJ-GT-QUAL will organise 4 meetings (subject to budgetary availability).

In carrying out its terms of reference, the CEPEJ-GT-QUAL may rely on the CEPEJ Network of Pilot courts. It will also coordinate its work with other relevant CEPEJ's working groups (namely the CEPEJ-GT-EVAL and the CEPEJ-SATURN and the CEPEJ-GT-CYBERJUST).

It may also seek the advice of external experts and have recourse to studies by consultants.

4. Duration

These terms of reference expire on 31 December 2021.