

APPENDIX – TERMS OF REFERENCE OF THE CEPEJ WORKING GROUPS

European Commission for the Efficiency of Justice (CEPEJ)

Terms of reference of the
Working Group on quality of justice
(CEPEJ-GT-QUAL)
2026-2027

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 judicial systems, as well as tools with a view to enhancing, within Member States, the quality of the public service of the justice system, vis-à-vis the expectations of the justice practitioners and users.

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

- i. develop a Charter for promoting users' Trust and the human-centered justice to ensure justice systems accessible, fair, transparent in an increasingly digitalized environment. This Charter should in particular emphasise "judgecraft" and ethical and human digital transformation;
- ii. prepare a Checklist on means to raise awareness and promote environmental sustainability practices within the courts and judicial administration;
- iii. review the Manual for conducting satisfaction surveys among court users and develop a digital tool in this matter;
- iv. review if necessary, the Guidelines on the role of court-appointed experts in judicial proceedings of the member States of the Council of Europe;
- v. in co-operation with CEPEJ-GT-EVAL, carry out a reflection on the feasibility to develop indicators and/or indexes for measuring the quality of justice;
- vi. consider the development of a toolkit on access to justice for vulnerable people, aimed at complementing the checklist for the promotion of access to justice;

The CEPEJ-GT-QUAL shall also:

- vii. finalise the tool on interpretation in judicial proceedings and their impact on the quality of judicial services, in co-operation with the CEPEJ-GT-CYBERJUST;
- viii. further promote mediation within Member States and, more broadly, alternative dispute resolution (ADR) by:
 - developing one or more tools to raise awareness among justice users and professionals (judges, lawyers) and/or;
 - improving data collection on mediation within Member States, in cooperation with CEPEJ-GT-EVAL;

- ix. take into account in its work the identified needs arising from the implementation of relevant cooperation programs and actively contribute thereto.

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, 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-GT-EFF 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 2027.