




ANNUAL COURT REPORTING TOOLKIT - ADDITIONAL DOCUMENTATION

Available at: <http://www.fedcourt.gov.au/pjdp/pjdp-toolkits>



Toolkits are evolving and changes may be made in future versions. For the latest version of this Additional Documentation please refer to the website – Available at: <http://www.fedcourt.gov.au/pjdp/pjdp-toolkits>

Note: While every effort has been made to produce informative and educative tools, the applicability of these may vary depending on country and regional circumstance.

ANNEX 8: EXAMPLE FROM THE REPUBLIC OF PALAU OF A CLIENT SATISFACTION SURVEY

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree

ACCESS AND FAIRNESS SURVEY

Section 1: ACCESS TO THE COURT

1. The forms needed were clear and easy to understand	1	2	3	4	5	n/a
2. I was able to get my business done in a reasonable amount of time	1	2	3	4	5	n/a
3. Court staff paid attention to my needs.	1	2	3	4	5	n/a
4. I was treated with courtesy and respect.	1	2	3	4	5	n/a
5. I easily found the courtroom or office I needed.	1	2	3	4	5	n/a
6. The court's website was useful.	1	2	3	4	5	n/a

Section 2: FAIRNESS

1. The way my case was handled was fair.	1	2	3	4	5	n/a
2. I was treated the same as everyone else.	1	2	3	4	5	n/a
3. The judge listened to my side of the story before he or she made decision.	1	2	3	4	5	n/a
4. The judge had all the information necessary to make good decision about my case.	1	2	3	4	5	n/a
5. As I leave the court, I know what to do next about my case.	1	2	3	4	5	n/a

Section 3: WEBSITE SURVEY

- | | | |
|--|-----|----|
| 1. I checked the website | Yes | No |
| 2. If no, then you need not fill out any more answers | | |
| 3. If Yes: | | |
| a. Was the website useful | Yes | No |
| b. What were you looking for: _____ | | |
| c. Did you like it? | Yes | No |
| d. Where did you go on the website? (list icons/windows) | | |
| ____ 1. What's New | | |
| ____ 2. Forms | | |
| ____ 3. Fees | | |
| ____ 4. Calendar | | |
| ____ 5. Organisation | | |
| ____ 6. Services | | |
| ____ 7. Rules & Other Publications | | |
| ____ 8. Cases & Judgements | | |
| ____ 9. Statistics | | |
| ____ 10. Palau Bar | | |
| ____ 11. History of Judiciary | | |
| ____ 12. FAQ | | |
| e. Suggestions to improve the website? _____ | | |

Section 4: BACKGROUND INFORMATION

What did you do at the court today?
court today?

- Search court record/obtain documents
- File papers
- Make payments
- Get information
- Appear as witness
- Attorney rep. Client
- Attend hearing or trial

How do you identify yourself?

- Palauan
- Chinese
- Bangladesh
- Philippines
- American
- Other: _____

What type of case brought you to the

- Traffic
- Criminal
- Civil Matter
- Juvenile Matter
- Small Claims
- Other: _____

What is your gender?

- Male
- Female