***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

1. The judge had all the information necessary to make good

 decision about my case. 1 2 3 4 5 n/a

1. 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:
4. Was the website useful Yes No
5. What were you looking for:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. Did you like it? Yes No
7. 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 |

1. Suggestions to improve the website?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Section 4: BACKGROUND INFORMATION**

What did you do at the court today? What type of case brought you to the court today?

\_\_Search court record/obtain documents \_\_Traffic

\_\_File papers \_\_Criminal

\_\_Make payments \_\_Civil Matter

\_\_Get information \_\_Juvenile Matter

\_\_Appear as witness \_\_Small Claims

\_\_Attorney rep. Client \_\_Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_Attend hearing or trial

How do you identify yourself? What is your gender?

\_\_Palauan \_\_Male

\_\_Chinese \_\_Female

\_\_Bangladesh

\_\_Philippines

\_\_American

\_\_Other:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_