

SUPREME COURT USER QUESTIONS – Protocol List

Respectful treatment – individuals are treated with dignity and their rights are protected.

Voice – the ability to participate in the case by expressing their viewpoint.

Neutrality – the extent to which court users think of the system as fair/unbiased.

Trustworthy authorities – court users feel listened to, cared about, and helped by authorities.

- Can you tell me about your experiences in the court? Have they been positive or negative?
- What stage is your matter at? How long has it been going on?
- In terms of confidence and trust in the court system, how has your court experience impacted your confidence in the Justice of the court system? Can you give me some examples?
- When you come to court, do you trust that you will receive a fair trial? Can you elaborate on this?
- Do you feel like you should have a chance to voice your opinions and concerns in the courtroom? Can you give examples of your interactions with the Judge(s)?
- Did you consider self-representation? If so, why? If not, why did you decide to get an attorney?
- Are you treated respectfully in your transactions here? Can you give examples?
- Can you tell us about your interactions with the court staff during your visit to the court? What did they do well? What could they do better?
- Have you ever had to contact the court yourself for information? If so, how was that experience?



- If you had the power to change the court system, what would you do to make the court experience better for people like yourself?
- Did you feel that decisions made in your matter were clearly explained by the Judge?
Can you elaborate?