

## **QUESTIONS – Protocol List**

**Opener:** “We are currently working on a research project for the Judicial Education Institute of Trinidad and Tobago about user needs at our Magistrates courts, and I wanted to interview you regarding this project. Would that be ok?”

**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.

- Some people have described feeling frustrated, confused and stressed by their court experiences. Is that something that you’ve experienced? If so, can you give some examples of when, how and why you felt that way?
- 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?
- Some people have suggested to us that the courts are corrupt and nepotism and personal favours take place here. Is that something you also think, and if so, can you give me some reasons and examples of why you think that?
- Can you tell us about your experience of your Magistrate themselves (no need for names) – what you think they did well and what you think they didn’t do well?
- How in touch with the people who come before them do you think the Magistrates are? Can you give us an example of what you mean?
- 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?
- If you had the power to change the court system, what would you do to make the court experience better for people like yourself?