

THEMATIC AREA	THEMATIC CODE	SUB-THEME	CODE (Thematic Area + Sub-Theme)	SUB-THEME DEFINITION (Criteria for Inclusion/Exclusion)
Voice	VOI	Poor Customer Service	VOI-PCS	Court users lack of confidence that court staff will hear their queries and take action.
		Perceived Gender Bias	VOI-PGB	Belief that due to gender, only one party is given the chance to voice their concerns and the other is not listened to.
		Intimidated	VOI-Intm	When a court user feels uncomfortable/scared to speak in court, for e.g. due to lack of knowledge of procedure.
		Disrespectful Treatment	VOI-DRT	Instances of a Magistrate leading a court user to believe that they cannot represent themselves, thereby blocking their voice.
		Lack of Opportunity to Participate in Matter	VOI-LOPM	Court users expressing the unwillingness of a Magistrate in hearing their contributions.
		Lack of Information	VOI-LInf.	The extent to which the availability of information about court procedures is connected to a court user's confidence to participate in their matter.
		System Favours Wealthy	VOI-SFW	Belief that a court user only has a fair chance to be heard if they can afford to get a lawyer.
		Opportunity to Participate	VOI-OTP	Instances in which court users express voicing their concerns, and in turn being listened to, by the Magistrate.
Respectful Treatment	RT	Inconsiderate	RT-Inc.	Poor communication/coordination by the court, which inconveniences court users. Court users interpret this as the court not caring about them or their time.
		Poor Customer Service	RT-PCS	Court users feeling ignored or verbally disrespected by court staff; court users feeling like their time is not respected by the court staff.
		Poor Attendance	RT-PAtt.	Instances in which the Magistrate shows a lack of consideration for the court user's time.

		Slow Process	RT-SP	<p>Court users' complaints that the court's processes are at the inconvenience of its users, rather than being in place to help them.</p> <p>Instances in which the court users feel frustration over perceived mistreatment by the court.</p> <p>Court users' expressing instances of disrespect (e.g. shouting) by authority figures for not understanding court procedures.</p> <p>Court users feeling like they are treated according to the tenant of 'guilty until proven innocent' rather than the reverse.</p> <p>The court not treating the court users' matters with any sense of urgency, by constant postponement, appears to be a sign of disregard for their issues.</p> <p>Long wait times at every point - waiting for court, waiting to pay, waiting in lines - causing the court users to feel like their time is not valued.</p> <p>When a court user waits a long period of time for their matter to be attended to in court, they are left feeling despondent and ignored.</p> <p>When a Magistrate gives a court user an opportunity to speak and to be heard, they feel respected and cared about. Being spoken to politely by all levels of court personnel causes court users' perceptions of the court to be more positive.</p> <p>When court users or judicial officers show compassion or understanding of a court user's circumstances, the court user feels more positively toward the decisions of the court.</p>
		Frustrated	RT-Frus.	
		Intimidated	RT-Intm	
		Disrespectful Treatment	RT-DRT	
		Matter Consistently Postponed	RT-MCP	
		Long Wait Time	RT-LWT	
		Time Wasted	RT-TW	
		Opportunity to Participate	RT-OTP	
		Good Customer Service	RT-GCS	
		Compassionate	RT-Comp.	
Neutrality	NEU	Inconsiderate	NEU-Inc.	<p>Court users' complaints of appearing to court and being reprimanded for not ensuring the other party appears.</p>

Trustworthy Authorities	TA	Perceived Gender Bias	NEU-PGB	<p>Belief that gender-based discrimination is an issue in our courtrooms; belief that personal experiences with the opposite sex influences treatment toward one party or another.</p> <p>Instances of an authority figure portraying negative body language or verbal expressions to the court user.</p> <p>Recollections of one party being allowed to express themselves, while the other party was denied this opportunity.</p> <p>Need for confidence in authority figures (e.g. court staff, police, judicial officers) not to give preferential treatment based on familiarity or status.</p> <p>Belief that the court system shows preferential treatment to those who have access to money or status.</p> <p>A Magistrate giving both parties a chance to speak and be listened to, which causes the court users to feel like everyone is on an even keel.</p> <p>Court staff, seen to be in positions of authority, not assuring court users that they can be trusted to provide a service.</p> <p>An expressed lack of trust in authority figures (i.e. court staff, police, JPs, Magistrates) to perform their job functions.</p> <p>Instances in which court users feel frustrated over court personnel not following through with their roles.</p> <p>Court users' fear of being taken advantage of by those who possess more knowledge of the legal system (e.g. police officers and lawyers).</p> <p>Instances of a court authority figure breaking the trust of the court user by verbally disrespecting them.</p> <p>Lack of confidence in authority figures not to take advantage of their position of authority by demanding bribes in exchange for service.</p>
		Disrespectful Treatment	NEU-DRT	
		Lack of Opportunity to Participate in Matter	NEU-LOPM	
		Corruption	NEU-Corr.	
		System Favours Wealthy	NEU-SFW	
		Opportunity to Participate	NEU-OTP	
		Poor Customer Service	TA-PCS	
		Slow Process	TA-SP	
		Frustrated	TA-Frus.	
		Intimidated	TA-Intm	
Disrespectful Treatment	TA-DRT			
Corruption	TA-Corr.			

		Lack of Information	TA-LInf.	Court users' expressions of lack of confidence in authority figures to provide them with accurate information and clear explanations. Authority figures are viewed to be more trustworthy when they are able to exhibit a sense of understanding toward court users.
		Compassionate	TA-Comp.	
Availability of Amenities	AMEN	Physical Accommodations	AMEN-PA	Concerns arising over the lack of adequate accommodations for the court users, e.g. seating, shelter, maps, washroom facilities. The need for systems to be improved to meet the needs of convenience (e.g. computer systems) or efficiency (e.g. mediation).
		Systems for Efficiency	AMEN-SE	
Accountability	ACC	Inconsiderate	ACC-Inc.	When the court user is inconvenienced due to poor communication by the court or lack of attendance of a judicial officer, there are no repercussions.
		Poor Customer Service	ACC-PCS	Instances of staff operating on their own time with no evidence of being answerable to anyone.
		Perceived Gender Bias	ACC-PGB	Concerns by court users, in which they believe that gender bias causes the court to not hold females more responsible for their actions, e.g. spending of maintenance funds or fulfilling visitation agreements.
		Poor Attendance	ACC-PAtt.	When one or more people within a courtroom, e.g. Magistrate, Police Officer, Lawyer, do not appear on court date, there are no repercussions; only further postponements.
		Slow Process	ACC-SP	Complaints pointing to lack of management over court staff, resulting in inefficiency; complaints relating to inability to receive trial dates.

		Frustrated	ACC-Frus.	Instances in which court user concerns are not being attended to. Court users expressing that matter postponements feel 'endless' without any explanation or remedy. Instances in which a lot of the court user's time is spent waiting on a matter to be attended to, for which no one is answerable.
		Matters Consistently Postponed	ACC-MCP	
		Time Wasted	ACC-TW	
Access to Information	AINF	Inconsiderate	AINF-Inc	Instances of a court user appearing at court for their matter, to then find out that their Magistrate is not there. Due to no systems being in place for the court user to know ahead of time if their matter will proceed, time and money is wasted.
		Poor Customer Service	AINF-PCS	Court users expressing instances of seeking assistance from court staff and not receiving adequate information about the status of their matters or applications for legal aid, for example, or not receiving any explanations for long wait times. A more concerted effort is needed from court staff. Court users are, at times, afraid to speak in front of the Magistrate because they don't know the procedures of court. More information should be available about this in order to prepare them. Instances of court users expressing displeasure with the lack of information available to them in order for them to better understand the legalities of their matters; information is not easily accessible.
		Intimidated	AINF-Intm	
		Lack of Information	AINF-LInf	
Inclusivity	INCL	Poor Customer Service	INCL-PCS	Court users describe feeling like they must 'fend for themselves' since court staff do not make them feel like they are a priority; instead, they are made to feel like an imposition.
		Disrespectful Treatment	INCL-DRT	Court users express that the Magistrates and the court staff alike speak to them in a degrading manner. This creates an exclusionary environment rather than a welcoming one.

Lack of Opportunity to Participate
in Matter

INCL-LOPM

Lack of Information

INCL-LInf

Opportunity to Participate

INCL-OTP

The court exists in service of the court user, but many court users feel like they are voiceless in their own matters. They are not given a chance to discuss their matter plainly with the Magistrate - they are, in a sense, excluded from participation.

Court users require information about the legal workings, court proceedings, and reasons for decisions. When none of this information is presented/made available to them, they are excluded from knowledge of the legal system which is meant to serve them.

Instances in which the court user felt like the Magistrate gave them a chance to speak plainly, and they felt heard, thereby having a chance to be a part of their matter rather than on the outskirts of it, court users expressed more confidence in the Magistrate.

LAYERS ASSOCIATED WITH SUB-THEME	ASSOCIATED CODE
<p data-bbox="137 370 809 399">Connected to Neutrality and Trustworthy Authorities</p> <p data-bbox="137 1247 801 1312">Also linked to Voice (court users needing to feel that the communication lines with court staff are open).</p>	

Court users view this as hostile behaviour toward them personally, when the issue is actually police officers not performing their jobs. Linked to Trustworthy Authorities.

Linked to Trustworthy Authorities.

Linked to Trustworthy Authorities.

Supervisors are not thought to be a trusted avenue of assistance, at times participating in this behaviour.
Linked to Trustworthy Authorities.

