

## **Question on Notice**

**No. 783**

**Asked on Wednesday 25 May 2005**

**Mr McARDLE** asked the Attorney-General and Minister for Justice (Mr Welford) -

### **QUESTION:**

With reference to the issue of satisfaction surveys that I raised during last year's Estimates proceedings—

Will he advise of and provide details of all surveys (reported separately) undertaken in any Court in Queensland (under State jurisdiction) establishing or quantifying satisfaction with the services provided by the Court including (a) who was surveyed, (b) the results of the survey and (c) any action undertaken by him in relation to the findings of the survey?

### **ANSWER:**

A client satisfaction survey was conducted from 18 October 2004 to 29 October 2004 by the staff of the Brisbane Higher Courts Civil Registry. The survey was done to ascertain the level of satisfaction with registry counter and telephone services provided by the Brisbane Higher Courts Civil Registry, and also satisfaction with the content of the Queensland Courts website in relation to civil registry information. The survey was aimed at legal practitioners, civil litigants (including those representing themselves), filing clerks, government employees, law students and members of the media. The survey instrument was made available on the Queensland Courts website to allow respondents to complete online and also in hard copy from the Brisbane Higher Courts Civil Registry counter. This was the first time a registry client satisfaction survey was available to be conducted online. The return from the survey was minimal. Generally the level of satisfaction was positive. Two respondents recorded negative feedback with aspects of service provided. A Client Service Program was delivered to Higher Courts staff to address aspects of the feedback received.