

EEEI - Institut Européen de l'Expertise et de l'Expert 20th Anniversary

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Working Group on Quality of Justice (CEPEJ-GT-QUAL)

The CEPEJ-GT-QUAL is in charge of developing means of analysis and evaluation of work carried out within courts, with a view to improving the quality of the public service provided by the justice system, in particular with regard to the expectations of legal practitioners and users.

Its mandate includes:

- Collecting information on existing systems for evaluating judicial work quality in Member States
- Improving tools, indicators and means of measuring quality of judicial work
- Developing concrete solutions for policy makers and courts to address dysfunctions in judicial work

The EEJ is a valuable observer of the CEPEJ-GT-QUAL.



What is Quality?

Quality – high degree of goodness or worth; something that is special in, or that distinguishes, a person or thing.

(Oxford Advanced Learner's Dictionary of Current English)

Qualité – Manière d'être, plus ou moins caractéristique; élément de la nature d'un être permettant de le caractériser; ce qui rend une personne bonne, meilleure; manière d'être, aspect sensible et **non mesurable** des choses.

(Le Petit Robert)



Some of the documents produced by CEPEJ-GT-QUAL

- [Checklist for promoting access to justice](#) (12/2025)
- [Guidelines on the quality of jurisdictional debate in civil and administrative matters](#) (8/2025) [other language: [Greek](#)]
- [Guidelines on the evaluation of the quality of work of judges](#) (12/2024)
- [Assessment Tool for the operationalisation of the European Ethical Charter on the use of artificial intelligence in judicial Systems and their environment](#) (12/2023)
- [Guidelines on gender equality in the recruitment and promotion of judges](#) (12/2022)
- [For a better integration of the user in the judicial systems: Guidelines and comparative studies on the centrality of the user in legal proceedings in civil matters and on the simplification and clarification of language with users](#) (06/2021)
- [Breaking up judges' isolation - Guidelines to improve the judge's skills and competences, strengthen knowledge sharing and collaboration, and move beyond a culture of judicial isolation](#) (12/2019)
- [Toolkit for the implementation of the Guidelines on Cyberjustice](#) (06/2019)
- [European Ethical Charter on the Use of Artificial Intelligence in Judicial Systems and their environment](#) (12/2018)
- [Guide on communication with the media and the public for courts and prosecuting authorities](#) (12/2018)
- [Guidelines on how to drive change towards Cyberjustice](#) (12/2016)
- [Measuring the quality of justice](#) (12/2016)
- [Handbook for conducting satisfaction surveys aimed at Court users in the Council of Europe's member States](#) (12/2016)
- [Guidelines on the organisation and accessibility of court premises](#) (12/2014)
- **[Guidelines on the role of court-appointed experts in judicial proceedings of Council of Europe's Member States](#) (12/2014)**
- [Checklist for court coaching in the framework of customer satisfaction surveys among court users](#) (12/2013)
- [Guidelines on the creation of judicial maps to support access to justice within a quality judicial system](#) (06/2013)
- [Questionnaire for collecting information on the organisation and accessibility of Court premises](#) (04/2013)
- [Checklist for promoting the quality of justice and the courts](#) (07/2008)

What is Quality in Justice?

In a **narrow sense**, quality of justice is often understood exclusively as the quality of judicial decisions.

In a **broader sense**, it covers key aspects of how justice services are delivered: timeliness, activity rates, clearance rates, and more.

Quality includes judicial decisions, key aspects of service delivery, and all other assessable aspects relevant for the proper functioning of the judicial system.

Usually **assessed by user perception** — clarity of procedure, accessibility of offices, ease of use of available tools.



The Role of Experts in Judicial Proceedings

Court-appointed experts provide judges with specialised scientific and technical knowledge necessary for establishing facts that cannot be assessed without specific expertise. Their role is to support fact-finding in civil, criminal and administrative proceedings, ensuring that judicial decisions are based on objective and reliable evidence. However, experts do not interpret the law or replace the judge, who remains solely responsible for the final legal assessment and decision.

Selection of Experts and Safeguards

Experts should be selected primarily on the basis of competence, relevant experience, availability and the ability to deliver clear and reliable opinions within a reasonable timeframe and cost. Their independence, impartiality and absence of conflicts of interest are fundamental requirements. Parties should also have the opportunity to comment on appointments and challenge experts where legitimate concerns arise.



Duties and Rights of Experts

Experts are required to conduct their assessments personally, act with diligence, maintain confidentiality and produce clear, well-reasoned and scientifically sound opinions within reasonable deadlines. They must remain neutral throughout the proceedings and fully disclose any circumstances that may affect their impartiality. At the same time, they are entitled to fair remuneration, reimbursement of expenses and access to the information necessary to perform their duties effectively.



Value of Expert Opinions and Accountability

Expert opinions are an important evidentiary tool but are not binding on the court, which retains full discretion in assessing evidence. Courts and parties must be able to question expert findings, request clarifications or seek additional opinions when necessary. Where experts fail to meet required standards, legal systems should provide effective accountability mechanisms, including replacement, financial penalties or liability measures, to preserve trust in judicial proceedings.



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