



# Civil Processing Centre Customer Satisfaction Questionnaire

The Civil Processing Centre was established in the Royal Courts of Justice in January 2006 to centrally process all small claims until listing stage and process some other aspects of County Court Civil business, including Chief Clerk discovery, Default Decrees, Ordinary Decrees and Settlements.

As the office has been established for over a year we would like to gauge your satisfaction with the service we have provided to date. I would be grateful if you would complete the following questionnaire and provide us with your comments, suggestions or ideas for improvement. Any information or comments you give will be used to help us improve/maintain the quality of the service we provide to you.

**1. Please indicate the type of business you have processed via the Civil Processing Centre**

County Court Civil Business	<input type="checkbox"/>	
Small Claims	<input type="checkbox"/>	

**2. Have you used any of the following methods to find out information about County Court Civil business / Small Claims Procedures?**  
(Please tick all that apply)

Contacting the Civil Processing Centre	<input type="checkbox"/>	
Contacting your local Court Office	<input type="checkbox"/>	
Contacting the Information Centre	<input type="checkbox"/>	
Contacting Consumerline / Citizens Advice	<input type="checkbox"/>	
Court Service website	<input type="checkbox"/>	
Small Claims Guide	<input type="checkbox"/>	
Other	<input type="checkbox"/>	

**2a. If other, please specify**

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**3. How useful was the information you received?**

	Very useful (a)	Fairly useful (b)	Not very useful (c)	Not at all useful (d)	If <b>not</b> useful please state why?
Civil Processing Centre					
Local Court office					
Information Centre					
Consumerline/Citizens Advice					
Court Service website					
Small Claims Guide					
Other					

**4. How did you lodge the small claims application?**

- Not applicable  (proceed to Q8)
- Online  (proceed to Q5)
- By posting directly to Civil Processing Centre  (proceed to Q7)
- By posting directly to a Court Office  (proceed to Q7)
- By lodging the application in person at a Court Office  (proceed to Q7)

**5. How useful did you find the online guidance?**

Very useful	Fairly useful	Not very useful	Not at all useful
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**5a. If you didn't find the online guidance useful please state why?**

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**5b. How did you find out about small claims online?**

Letter	<input type="checkbox"/>
Flyer	<input type="checkbox"/>
Poster	<input type="checkbox"/>
Newspaper article	<input type="checkbox"/>
Internet search / website – please specify	<input type="checkbox"/>
Other method – please specify	<input type="checkbox"/>

**6. How easy was it to lodge a small claim using the online facility?**

Very easy	Fairly easy	Not very easy	Not easy at all
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**6a. If you didn't find the lodging process easy please state why?**

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**7. Please indicate why you did not use the online facility?**

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**8. Please indicate if you would be interested in lodging civil bills online?**

Yes	No	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9. How satisfied were you with the time taken by the Civil Processing Centre to process your documentation?**

Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**9a. If you were not satisfied with the time taken to process your documentation please state why?**

.....  
.....

**10. How helpful were the Civil Processing Centre Staff?**

Very helpful	Fairly helpful	Not very helpful	Not at all helpful	Not applicable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Go to Q 13</b>

**11. How courteous were the Civil Processing Centre Staff?**

Very courteous	Fairly courteous	Not very courteous	Not at all courteous
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. How knowledgeable were the Civil Processing Centre Staff?**

Very knowledgeable	Fairly knowledgeable	Not very knowledgeable	Not at all knowledgeable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13. How satisfied were you with the overall level of service provided by staff in the Civil Processing Centre?**

Very satisfied	Fairly satisfied	Fairly dissatisfied	Very dissatisfied
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**13a. If dissatisfied with the overall level of service provided by staff please state why?**

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**14. What other services would you like available at the Civil Processing Centre?**

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**15. Do you have any other comments on how the Civil Processing Centre can improve its service?**

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**16. Are you accessing the services of the Civil Processing Centre in:**

Personal Capacity	<input type="checkbox"/>	Proceed to Section 2
Business/Employment Related	<input type="checkbox"/>	Proceed to Q 26

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**SECTION 2- EQUALITY QUESTIONS**

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The NI Court Service wishes to ensure that it provides equality of opportunity and fair participation for everyone in the service it delivers. In compliance with Section 75 of the Northern Ireland Act 1998 we are obliged to monitor access to our services by individuals regardless of their, political opinion, racial group, religious belief, age, gender, marital status, sexual orientation, whether or not they have a disability and whether or not they have dependants. We would be very grateful if you would consider the following questions and complete the next section if applicable.

You are not required to answer these questions if you choose not to. However, any information, which you do provide would be most appreciated as it will help to ensure the effective delivery of all services.

**Q17. Please confirm your gender?**

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

**Q18. What is your marital status? Are you:**

Single (never married)	Separated / divorced	Married	Living with a partner	Widowed	Civil partnership
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q19. What age are you?**

[.....years)

**Q20. Do you have any children who are dependent on you?**

*(A dependant child is a child aged 0-15, whether part of the family or not who is living with you OR a child aged 16 -18 living with you and in full time education)*

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q21.** The Disability Discrimination Act 1995 defines a disabled person as someone who has:

*'a physical or mental impairment which has a substantial and long-term adverse effect on his/ her ability to carry out normal day to day activities'.*

**Do you consider that you meet this definition of disability?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q22. Are there any adults who are living with you who are sick, disabled or elderly whom you look after or give special help to?(For example, a sick, disabled or elderly relative, wife, husband, partner or friend?)**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q23. To which of these ethnic groups do you consider you belong?**

White	<input type="checkbox"/>	Indian	<input type="checkbox"/>
Irish Traveller	<input type="checkbox"/>	Pakistani	<input type="checkbox"/>
Black – Caribbean	<input type="checkbox"/>	Bangladeshi	<input type="checkbox"/>
Black African	<input type="checkbox"/>	Chinese	<input type="checkbox"/>
Black – other groups	<input type="checkbox"/>	Other Asian	<input type="checkbox"/>
Eastern European	<input type="checkbox"/>	Mixed race/ethnic group – Please specify	<input type="checkbox"/> →
Other please specify	<input type="checkbox"/>	→	

**Q24. What is your religion, even if you are not currently practising?**

Catholic	Protestant	Other Christian	Other religion or philosophy	No religion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q24a If other religion / philosophy please specify \_\_\_\_\_**

**Q25. Do you consider that you are actively practising your religion?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q26.**

If you would like us to reply to your comments, please tick the box below and add your details (this information will not be passed to any other organisation and will be treated in the strictest confidence).

Yes, I would like a reply

Name:	_____
Address:	_____
Tel:	_____
E-mail:	_____

**THANK YOU FOR TAKING THE TIME TO ANSWER OUR QUESTIONS.  
PLEASE RETURN YOUR COMPLETED QUESTIONNAIRE IN THE ENVELOPE  
PROVIDED TO:**

Customer Services Officer  
Civil Processing Centre  
PO Box 882  
Laganside Courts  
45 Oxford Street  
Belfast BT1 3LL

REF :