

# PRESS RELEASE

## Rhode Island Judiciary Launches First ‘Access and Fairness’ Survey

*Current Court Users Asked to Provide Feedback Through Short Digital Survey*

**PROVIDENCE, RI-** The Rhode Island Judiciary’s Access to Justice Office will begin the courts’ first Access and Fairness Survey on Monday, April 3, 2023. The aim of the survey is to gather baseline data from court users about their experience navigating the court system and participating in the judicial process. This data will inform areas of improvement directly from the parties the Judiciary aims to assist. Survey results will serve as a baseline for future surveys.

Surveys will be offered over a 12-week period beginning on April 3<sup>rd</sup>. Surveys are anonymous and take under 5-minutes to complete. In order to preserve the integrity of the survey results, only court users physically in the courthouses or who are active in virtual proceedings will be asked to participate. The surveys will be available in English, Spanish, Portuguese, Arabic, French, and Simplified Chinese. Paper surveys will be available for those that need accommodations.

“Court user feedback plays a critical role in improving the court user experience and ensuring access to justice for all,” said Director of the Access to Justice Office Tamera Rocha. “The feedback offered by court users is invaluable and will be used to gain a better understanding of how we can strengthen our commitment to eliminate access to justice barriers and gaps.”

Tables will be setup throughout the Judiciary’s six courthouses to encourage completion of the survey and to help court visitors with the survey. Surveys can be completed at stationary laptops at the locations below. Or, individuals can scan the QR codes that will be available on signage throughout the buildings.

“This survey is a significant step in the Judiciary’s continuing efforts to provide greater access to justice for all Rhode Islanders,” said Rhode Island Supreme Court Justice Paul A. Suttell. “Going to court can be a confusing and stressful experience; we are hoping to at least, make it more friendly. I encourage all court users to spend the few minutes it will take to complete the survey.”

Respondents will be asked about their experience in the courts and their demography. Respondents are asked to rate their perception of access and fairness using a scale of one to five. Sample statements include: “The way my case was handled was fair,” “I had a chance to tell my side of the story before my case was decided,” “I easily found the courtroom or office I needed,” “I was treated with courtesy and respect.” The schedule for survey administration is as follows beginning this Monday.

<b>Courthouse</b>	<b>Survey Days</b>
Garrahy Judicial Complex	Monday, Wednesday, Thursday
Licht Judicial Complex	Monday, Wednesday, Thursday
Noel Judicial Complex	Monday, Wednesday, Friday
Murray Judicial Complex	Tuesday
McGrath Judicial Complex	Thursday
Rhode Island Traffic Tribunal	Monday, Tuesday, Thursday, Friday (subject to change weekly)

*The Rhode Island Judiciary’s Access to Justice Office was established in 2021. The Office oversees the Judiciary’s compliance with the American Disabilities Act (ADA), the Office of Court Interpreters, and services for self- represented litigants.*

\*Please note that while the Judiciary invites media coverage of this initiative, filming of still photography in the hallways of Judiciary buildings is prohibited.

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