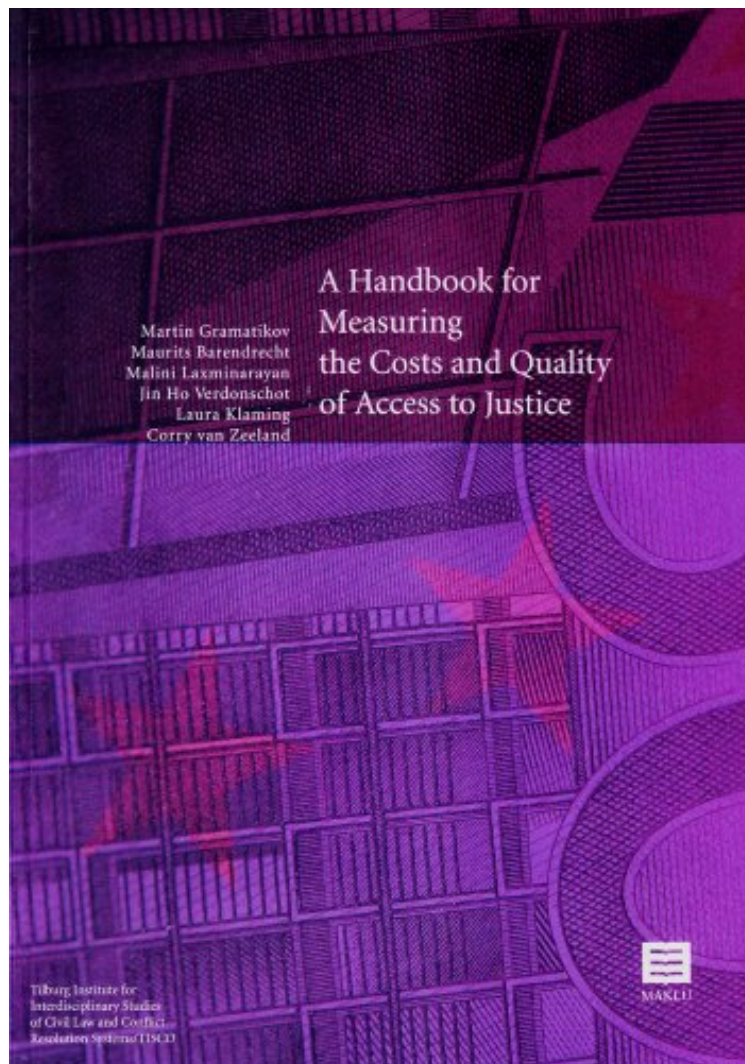


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A Handbook for Measuring the Costs and Quality of Access to Justice

Martin Gramatikov, Maurits Barendrecht, Malini Laxminarayan, Jin Ho Verdonschot, Laura Klaming, Corry van Zeeland

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Martin Gramatikov, Maurits Barendrecht, Malini Laxminarayan, Jin Ho Verdonschot, Laura Klaming, Corry van Zeeland : A Handbook for Measuring the Costs and Quality of Access to Justice before purchasing it in order to gage whether or not it would be worth my time, and all praised A Handbook for Measuring the Costs and Quality of Access to Justice:

This handbook was developed by the Tilburg Institute for Interdisciplinary Studies of Civil Law and Conflict Resolution Systems (The Netherlands). It offers practical information on the use of a methodology for measuring the cost and quality of paths to justice, from the perspective of users. How do clients of justice systems like the way in which their needs and concerns are voiced? Do they feel they received sufficient information about the procedure? Do they think the outcome was fair and did it help to solve their problem? Do they think the procedure was a value for their money? How much time did they spend? This methodology provides answers to such questions so that citizens using the justice system can voice their needs and providers of justice services can improve their processes.