

LOCAL COURTS TO CONDUCT PUBLIC SATISFACTION SURVEY

Survey will be open to court customers October 14-15, 2013 at St. Clair County Courthouse, Marine City District Court

In order to assess where our courts are doing well and where we can improve, a public satisfaction survey will be conducted at the St. Clair County Courthouses on October 14-15, 2013.

“We are inviting all of our court users to rate the court’s accessibility, and our treatment of the public in terms of fairness, equality, and respect by completing a short survey at the courthouse on these dates” said Chief Judge Daniel J. Kelly.

Court staff will distribute the survey instrument to all court customers (attorneys, witnesses, jurors, parties, and others) in our various court offices and outside courtrooms on October 14 and 15. Participants may return the completed survey anonymously to collection boxes that will be located throughout the courthouse. The survey results will be compiled by SCAO; summary results will be provided to each court and posted on the State Court Administrative Office’s performance measures website.

“Our judges and court staff take public service very seriously. We know that by listening to those that we serve, we can make good public service even better. Court customers perceive the court based on how they are treated in court, and whether the court’s decision process seems fair. Together we are working to climb the next rung on the ladder of public service excellence.”