

## ANNEX A QUESTIONNAIRE

Please clearly indicate in your response which questions you are commenting on.

1. Do you have any general comments about using Civil Online to submit claims?

*The opportunity to use online as a means of submission is to be welcomed. In order to maintain equitable access there should remain a means by which clients who do not have access to online should be maintained.*

2. Were there benefits to using Civil Online to submit your claim and if so what were these?

N/A

3. Did you have any difficulties using Civil Online when submitting a claim? If so what were these?

No

4. If you tried to raise a claim but did not do so because of Civil Online, could you explain why and what happened?

N/A

5. Do you have any comments about using the API for Civil Online to submit bulk claims?

No

6. Were there benefits to using Civil Online API for submitting bulk claims and if so what were these?

N/A

7. Did you have any difficulties in using the API for Civil Online to submit bulk claims? If you did, what were these? Please include any issues you may have had integrating the API with your own computer system, case management system or general way of submitting claims.

N/A

8. If you needed support to use the either of the digital portals, who did you ask for support?

No

9. Was it easy to find information about what support was available to you?

N/A

10. Was the support provided helpful to you?

N/A

11. If you play a role in providing support to court users, do you have any comments on any practical issues arising from the rule change?

N/A

12. What effect, if any, has the rule change had for your service and service users?

N/A

13. Are you aware of any cases whereby individuals have decided not to engage with the court under the new rules? If so, how often has this happened and do you know the reasons why?

N/A

14. If you have provided a note to the Sheriff asking to submit your claim on paper please comment on the process. For example - is it straightforward or complicated? Did you encounter any problems and if so please explain?  
*N/A*
15. If you requested to submit a claim on paper and NOT through either digital interface (Civil Online or the API) please explain the main reasons why? (Please do not include any personal information which could identify you or your case)  
*N/A*
16. Did you need any support or further information to submit the note, if so, why did you feel you needed support? Where did you go to for support to complete the note and was this helpful?  
*N/A*
17. Do you think the rules to make the use of Civil Online mandatory for Simple Procedure Cases should remain in place? If yes, why? If no, why?  
*With the caveat mentioned in our answer to*
18. If the rules continue to be in force past the 30<sup>th</sup> of September 2021, are there any changes to them that you think could usefully be made and if so, why?  
*As a central part of the new simple procedure rules was to encourage parties to find negotiated settlements of their disputes it would enhance the online experience if parties were able to request mediation (or indeed other forms of dispute resolution).  
If a party seeking mediation was able to request it in a way which this was then communicated to the respondent as part of the court system this would help engagement in the process. Scottish Mediation's experience of party engagement is that if it is seen as part of the court process engagement increases significantly.  
The emphasis in the current rules is that parties unable to submit claims online should be able to do so on paper, with permission of the Sheriff. In order to be accessible an encouragement to do so rather would promote access to justice for those unable to submit online.*
19. Please provide any further comments on the rules under review regarding the submission of claims through Civil Online or the API.

