

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?**
- 2. Were there benefits to using Civil Online to submit your claim and if so what were these?**
- 3. Did you have any difficulties using Civil Online when submitting a claim? If so what were these?**
- 4. If you tried to raise a claim but did not do so because of Civil Online, could you explain why and what happened?**
- 5. Do you have any comments about using the API for Civil Online to submit bulk claims?**
- 6. Were there benefits to using Civil Online API for submitting bulk claims and if so what were these?**
- 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.**
- 8. If you needed support to use the either of the digital portals, who did you ask for support?**
- 9. Was it easy to find information about what support was available to you?**
- 10. Was the support provided helpful to you?**
- 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?**
- 12. What effect, if any, has the rule change had for your service and service users?**
- 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?**

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?
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)
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?
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?

It can be very clunky looking at it on ICMS with trying to consider a number of documents not all of which, unless printed, can be looked at simultaneously eg claim form, response and numerous productions and papers apart. There is also frequent mislabelling which further complicates matters.

That said I think the current default position with exceptions allowed is probably the right one with modifications if possible to the way the system operates.

18. If the rules continue to be in force past the 30th of September 2021, are there any changes to them that you think could usefully be made and if so, why?
See comment above
19. Please provide any further comments on the rules under review regarding the submission of claims through Civil Online or the API.

