

An online and physical helpdesk for human guidance and questions. The *Rechtbankwizzer* is the personal guide in the court: he points the way and explains how the court works.



The leaflet shows which actual options and choices you have as a defendant. It explains what each option entails, shows the consequences and needed actions in doing so.



After implementing the service, more defendants are expected to take a right legal decision in their situation, to appear in court at the right moment and to have a better court experience. In the longer term, more people will have a realistic view of the court and the solution will have a positive impact on the general sense of justice.

The new role should take shape by extending the current service of the court with three new touchpoints.

How?

The roll session can become a session fitting to its content: a **qualitative moment for verbal responses** in a personal setting, without the formality of an actual judge.



An online environment to experience the court in advance. Setting expectations for going to court with short videos of judges explaining their role and procedures.

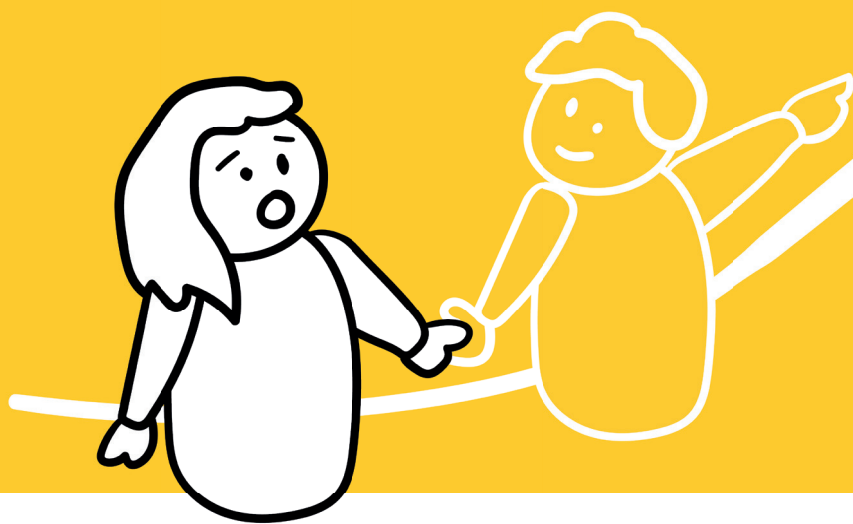


A **visual leaflet** attached to the summons as a neutral starting point. The leaflet provides information to defendants to make their current situation more understandable.



A new role for the court

The court needs to take up an active role in activating, informing and guiding defendants before going to court.



Every Dutch person has to deal with the court on average once in his life. There is a good chance that if this happens, you will have to deal with the subdistrict judge. In The Netherlands, this judge is the most accessible form for justice in (legal) conflicts. The subdistrict judge is relatively cheap, fast and deals with a big range of topics.

However, in practice, questions can be put about the actual accessibility. Currently, defendants often do not take action when receiving a summons, appear at the wrong moment at the court or have wrong expectations of the subdistrict judge. As a result, there is a good chance that legal processes escalate

unnecessarily and that defendants do not receive the right help for underlying problems. All these aspects ensure that the court cannot properly provide its core service: provide justice.

Traditionally, the court can be seen as a wise old man on a hill, waiting for people on the top. However, waiting for the arrival of defendants at the court is often too late. Therefore, **the court needs to take up an active role in activating, informing and guiding defendants before going to court.** Precisely because of the neutral position of the court, it should create a level playing field: offer equal access to all people.

New role
An active role in guiding, informing and activating in the preliminary stage of a legal process

2.a Interactive info



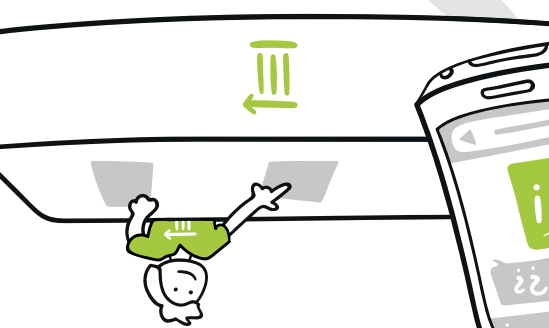
1. Visual leaflet



Summons



2.b Human guidance



Redesigned session
A personal moment in an informal setting for a qualitative oral response

3. Personal response



Legal procedure

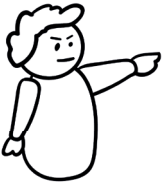
Subdis.. what?

Cheat sheet

A glossary with the most essential legal terms in this project explained.



Subdistrict judge
(Kantonrechter)
Judge for relative 'smaller' cases in all three areas of law. Fast and cheap way of justice.



Claimer
(Eiser)
The person who starts a legal procedure with a claim against another person (a defendant).



Summons
(Dagvaarding)
Document that summons a defendant to appear in court, with a certain reason (claim).



Het Juridisch Loket
Foundation which provides free legal advice for private individuals.



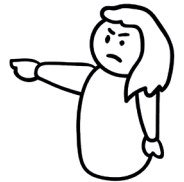
Roll session
(Rolzitting)
Session in a courtroom in which parties can provide a verbal response.



The judiciary
(De rechtsprekende macht)
One of the three state powers. Judges who independently judge who is right in conflicts.



Judgement / Verdict
(Uitspraak / Vonnis)
A motivated, binding decision by a judge.



Defendant
(Gedaagde)
The person against whom a claim is made in a lawsuit. Counterparty of the claimer.



Bailiff
(Deurwaarder)
The person who writes and delivers the summons on behalf of the claimer.



Lawyer
(Advocaat)
Legal counselor who can be hired for advice in judicial procedures.



Trial
(Comparitie)
Session in a courtroom in which both claimer and defendant can tell their story.

Master thesis Rens de Graaf

Design for Interaction
Delft University of Technology

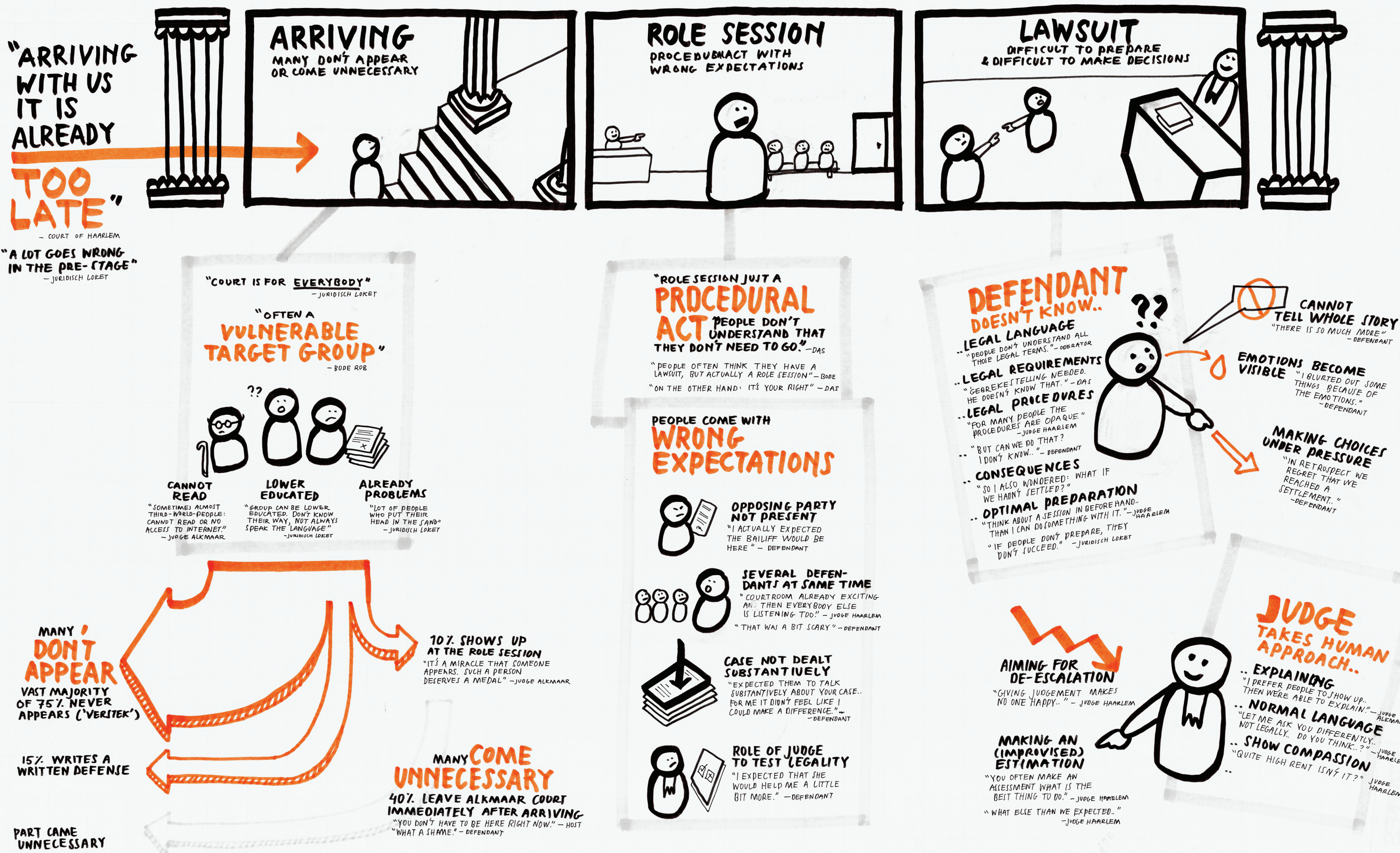
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Why?

Defendants often don't understand the legal process or take action. A **visual overview** of the research insights:

THE JUDICIAL PROCESS: VULNERABLE TURNOUT, WRONG EXPECTATIONS & UNKNOWN RULES



THE PRE-STAGE: "A LOT GOES WRONG IN THE PRE-STAGE"

