

# 1. ORGANIZING THE VOICE OF THE USERS

In our report [Understanding Justice Needs](#), we described how the justice sector lacks a consistent voice of the users. It has no consumer organizations. In most countries (the UK having become the exception lately) there is no regulator for legal services taking the perspective of the user. Independent advisory councils and inspections are scarce. Courts, law firms and lawyers at ministries largely oversee themselves, and provide checks and balances on each other. They may have a tendency to equate the interest of the users with their own interest. In their minds, access to justice may equal access to lawyers and courts.

**Empowering users to ask for justice** | The voice of the users can be organized by setting up a dedicated organization. This could empower users with information. Less information about how the system currently works. More information about what they can reasonably expect from the providers of services, courts and other organizations: smart solutions, individualised from standards. Within a reasonable time, against reasonable costs and in good relationship with the other party to the conflict.

1. THE VOICE OF THE USERS	
Goal:	Empowering owners of legal problems to ask for effective services, courts and laws.
Activity	Regular user needs focus groups. User help desks. Designing and selling “user voice” products. Lobbying and public relations. Research.
Deliverables	Benchmarks for effective solutions and processes for the most urgent and frequent justice needs. Formats and self-help materials. Communication and public relation outputs. Lobbies for effective procedures and rules delivering fair, balanced solutions. Research and dashboards on user needs.
Proof of concept and partners	Justice observatories. Legal needs research (see players in Section 1). Experience of consumer organizations. Patient organizations in health care. Organizations of inmates or victims of certain injustices.
Business model	Fees for products and user help desks. Membership fees of users seeking access to justice. Donations from legal services organizations. Government subsidies. Research money.
First indication of resources needed	\$10 million per country served per year.

SEE OUR REPORT *UNDERSTANDING JUSTICE NEEDS* FOR BACKGROUND AND DATA

Contact us at [info@hiil.org](mailto:info@hiil.org).

Visiting address: Fluwelen Burgwal 58, 2511 CJ The Hague, The Netherlands | [www.hiil.org](http://www.hiil.org)