



# We asked for your feedback

*Nā mātou i karanga, nā koutou i tākoha mai*

## Māori Land Court user survey | Te uiuinga kiritaki o Te Kooti Whenua Māori

Recently we completed the first Māori Land Court User Survey. In it, we asked about your overall experience, how easy it is to apply using paper application forms or through Pātaka Whenua, the court hearing process and the court minutes and orders. A big thank you to everyone who took the time to complete this survey.

## The survey | Hei whakarāpopoto i te uiuinga

ran for

**21** days

asked

**20** questions

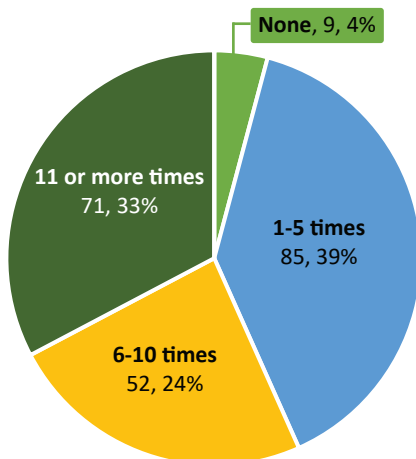
had

**217** people participate

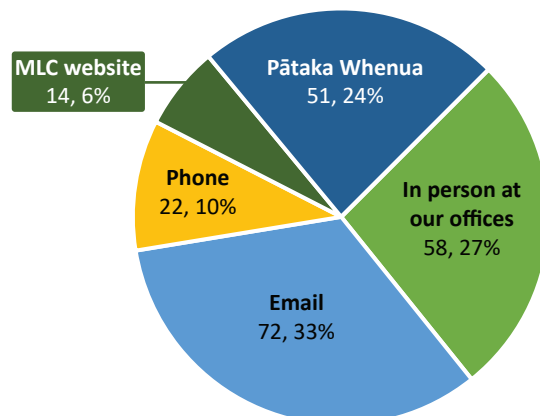
## Overall court user experience | Te wheako whānui o te hunga kiritaki

Six pātai were asked about the overall experience.

How often have you engaged with the Māori Land Court in the last 12 months?

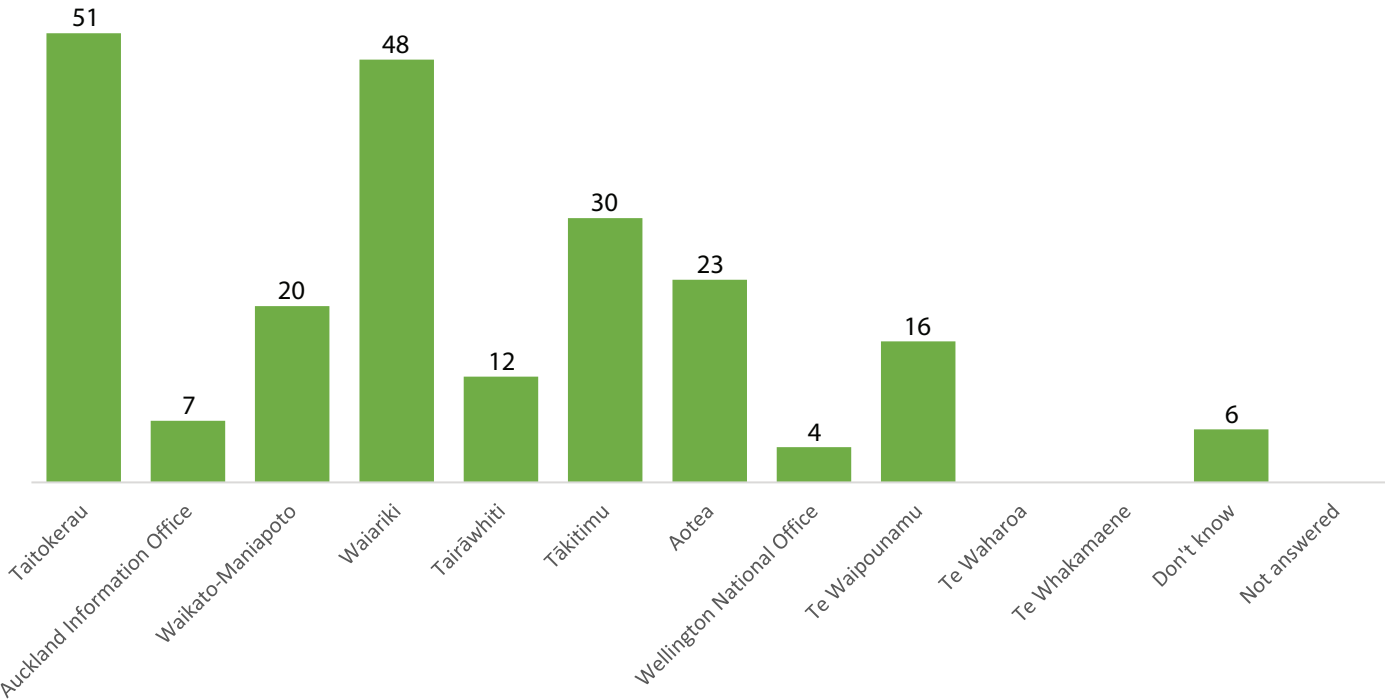


How did you mostly engage with the Māori Land Court?

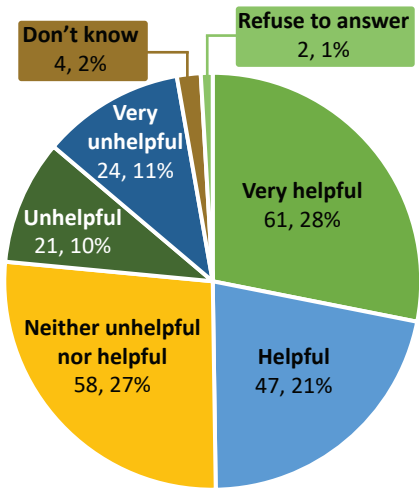


# Overall court user experience | Te wheako whānui o te hunga kiritaki

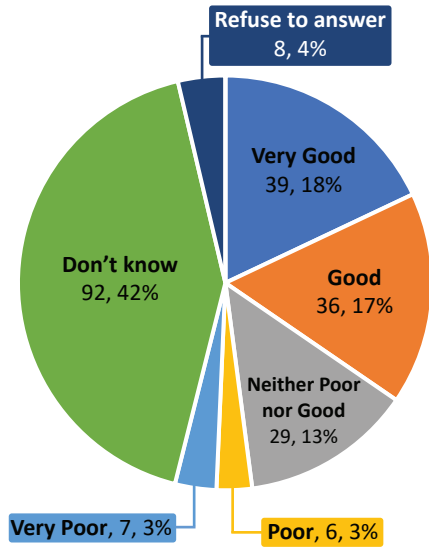
Which Māori Land Court office or team did you mostly engage with?



How helpful have staff been assisting with your enquiries?



Please rate your overall experience with the Māori Land Court in the last 12 months.



The final question asked court users to describe a positive experience with the court:

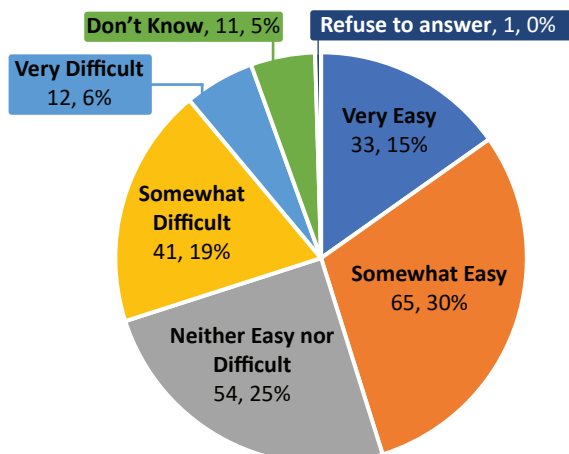
**46%** praised staff and judges for being friendly and professional.

**9%** reported no positive experiences - either because they had not yet attended a hearing or had none to share.

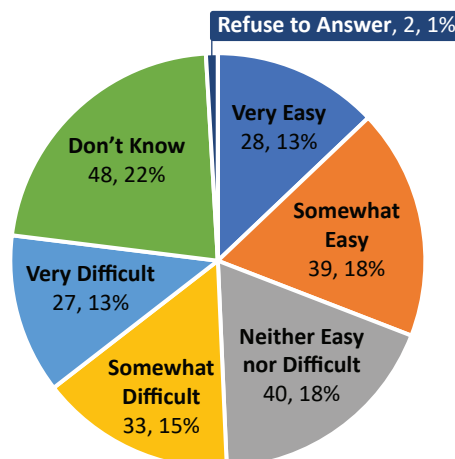
## Applying to the court | Te tuku tono ki te Kooti

Two pātai were asked about how easy it is to apply to the court.

How easy are the application forms to understand and complete?



How easy is it to complete the online application process?



**23%** found the forms confusing, lengthy and requested simpler language.

**6%** would like additional support such as online workshops, templates, or guides.

**8%** found it hard locating the forms on the website.

**7%** would like technical glitches fixed and timeout barrier removed.

**8%** would like less questions to answer and additional support such as templates and guides.

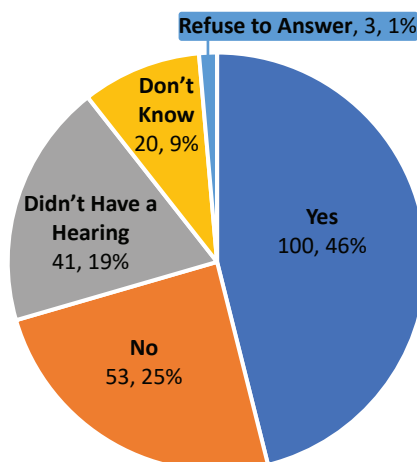
**15%** expressed how hard Pātaka Whenua is to use.

## Court hearing process | Te hātepe ā-Kooti

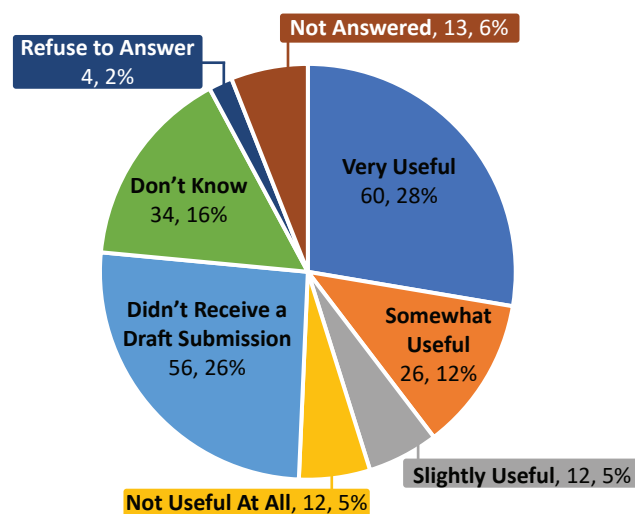
Nine pātai were asked about the court hearing.

### Draft Submission

Did you receive a draft submission before your hearing?



How useful was the draft submission?



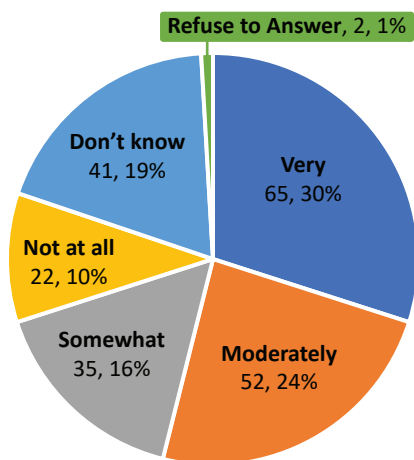
**27%** asked MLC to send the draft submission early enough so there's time to prepare before the hearing.

**6%** asked for clearer language or support to understand the content.

# Court hearing process | Te hātepe ā-Kooti

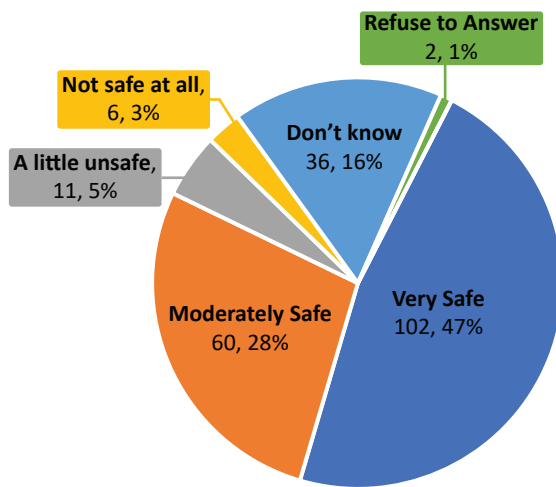
## Court facilities

How welcoming and functional were our court buildings including the court room?



**12%** found the formal court setting too intimidating.

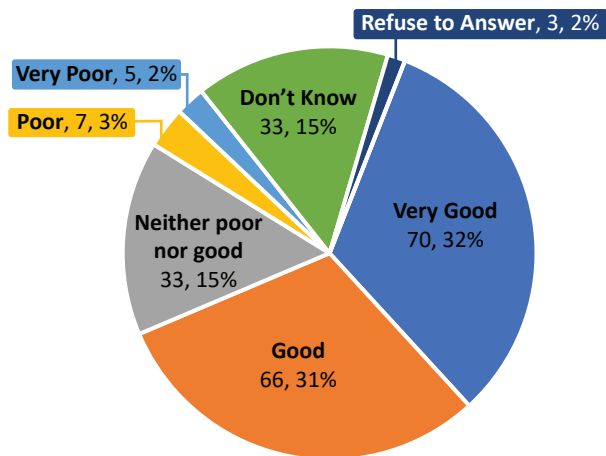
How safe did you feel when visiting our court buildings?



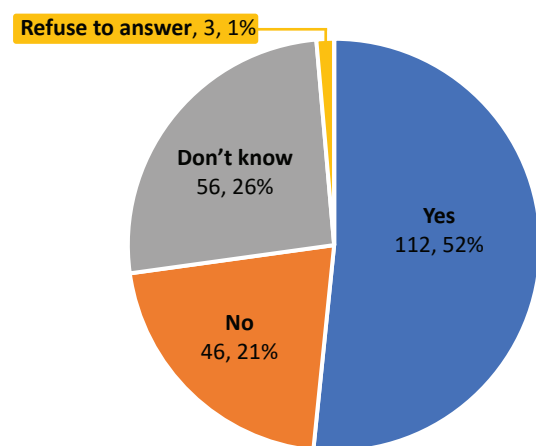
**24%** were concerned about the ongoing use of District Court venues.

## In-person hearings and online hearings

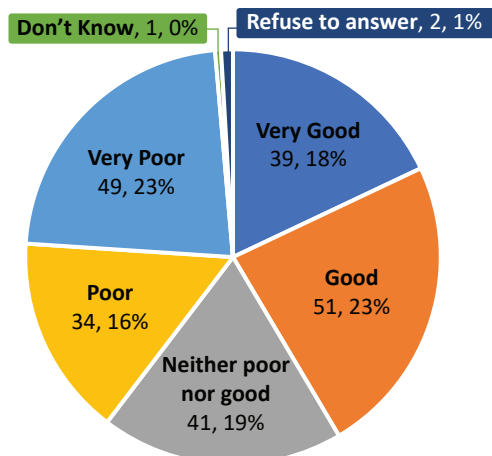
How would you describe the hearings you attended in person?



Would you like more hearings held online?



How would you describe the hearings you attended online?



**9%** Talked about how important it is to have reliable technology so online hearings run smoothly.

**27%** liked the time and cost savings from online hearings, especially for people overseas.

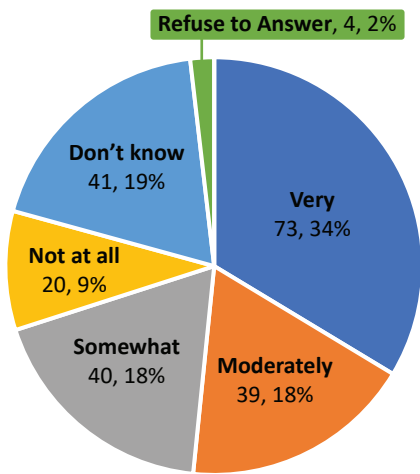
**2%** felt more comfortable attending court from home.

**17%** preferred in-person hearings because it is more personal and there is less technology issues.

# Court hearing process | Te hātepe ā-Kooti

## Hei Kooti Māori

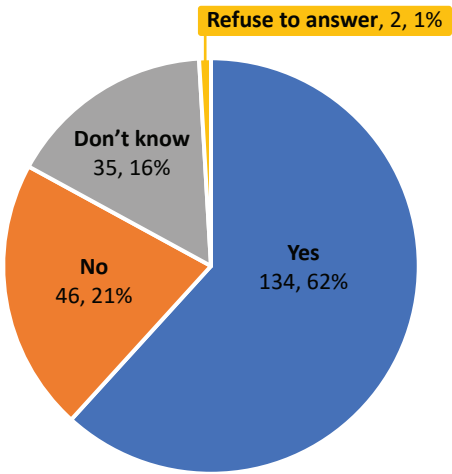
Were court hearings you have participated in conducted consistent with tikanga Māori?



- 5% asked for a brief whakawhanaungatanga at the start of hearings to help put people at ease.
- 7% said that the court setting and tikanga do not work well together and holding hearings at marae would be a better fit.

## Post hearing steps

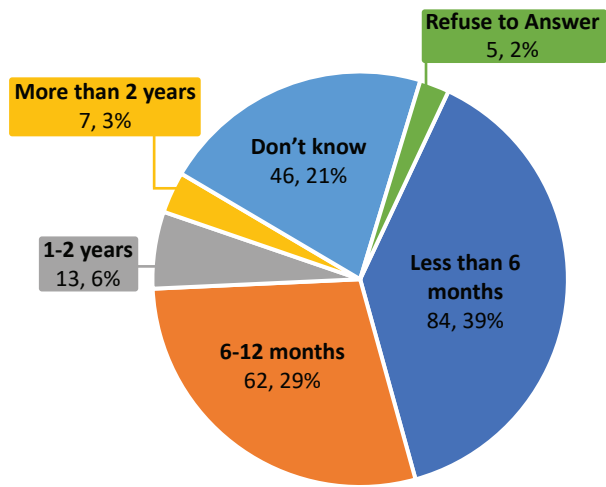
At the end of the hearing, did you know what the next steps would be?



# Court minutes and orders | Ngā miniti me ngā ōta

Two pātai were asked about the court minutes and orders.

How long did it take to receive court minutes after hearing?



How long did it take to receive final court orders after hearing?

