



The Kosovo Specialist Chambers' Outreach programme, funded mainly through a generous contribution of the Swiss Government, aims to promote understanding of the mandate of the KSC and foster dialogue about its work, specifically in Kosovo and the region. The Outreach programme further strives to inform the population about the KSC and to provide people with the possibility of voicing their questions and concerns. The KSC Court Information Network (CIN) was designed to provide feedback and support to the KSC Outreach programme, and consists of a number of CSOs and NGOs from the region. The CIN met for the first time in June 2018 (photo).

TWO-WAY COMMUNICATION

Disseminating the correct information is only one part of the KSC Outreach Programme. Being aware of, and able to respond to, potential concerns and misunderstandings is equally important. The KSC therefore aims at establishing a two-way communication, which allows people to voice their questions and to provide feedback. A successful flow of information in both directions helps the KSC react to misinformation quickly, and adjust its communication in accordance with people's needs.

REACHING THE PEOPLE

The social and ethnic constellation of the population in Kosovo, Serbia and the region varies substantially depending on where people live. Opinions, fears and concerns are equally diverse. Meeting people only in the main cities is therefore not sufficient. The KSC Outreach Team aims at carrying out outreach activities in all districts of Kosovo and different parts of Serbia and the region.

Different parts of society are affected by the activities of the KSC and some are more critical and more in need of information than others. In its Outreach Programme, the KSC tries to strike a balance between responding to the information requests of those most interested and open, and actively reaching out to those that are most critical towards the KSC.

NETWORK

The KSC has been establishing partnerships with different NGOs in Kosovo and Serbia with an aim to reach a variety of audiences, to build a network for the Court that allows for regular exchange of information and for the KSC to receive honest and constructive feedback on a regular basis. To date, 11 NGOs from Kosovo and Serbia are part of the Court Information Network (CIN).



The Court Information Network met in June 2018 in The Hague for an outreach workshop.

CONTACT

For any question please contact the Public Information and Communication Unit at:
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OUTREACH ACTIVITIES

The KSC outreach activities are designed to reach different parts of society and allow for the provision of a variety of information depending on the stage of judicial proceedings. Frequency of activities can be increased or decreased depending on the situation. The KSC Outreach Team usually carries out activities in different part of Kosovo every month, with an aim to reach every single district with essential information. Consultative meetings for similar outreach activities in Serbia have started in May 2018.

The KSC implements all its outreach activities in close cooperation with local partners. Examples of outreach activities organized by the KSC in the region are:

- **Meetings with civil society** – round tables, workshops, panel discussions or town-hall meetings, organized in Kosovo and beyond. During these meetings, the KSC representatives present different aspects of the KSC's mandate and proceedings and allow for questions and discussion;



Head of Public Information and Communication, Angela Griep, presenting the KSC mandate at an outreach meeting in Kosovo in December 2018.

- **Lectures with law students** – representatives of the KSC give presentations about the KSC to students in their universities and encourage discussion;
- **Victims' Participation informative sessions** – information on Victims' Participation is included in all presentations given at any outreach event. However, specific follow-up meetings with smaller groups are essential to provide details for potential victims groups or for legal counsel;
- **Youth workshops** – workshops with students are organized to explain transitional justice with a specific focus on the historical background, mandate and activities of the KSC;
- **Round tables and trainings with journalists** – the KSC holds meetings with journalists in Kosovo and the region to inform on its mandate and proceedings. Periodically, the KSC also organizes seminars for journalists to support an accurate reporting on trials and court proceedings;



Registrar Fidelma Donlon addressing journalists from Kosovo media at the Transparency Justice Forum – Pristina, 27th April 2017

- **Media** – the KSC replies to media queries from regional and international media in a timely manner to ensure that journalists are able to report accurately and receive up-to-date information;
- **Information material** – factsheets, reports and other publications are available online and hard copies are distributed during meetings and events. Short video-clips explaining the KSC's mandate and proceedings are being developed for publication in Kosovo and the region. All material is available in the three official languages: English, Albanian and Serbian (including Cyrillic).
- **Group visits to the KSC** – in an effort to bring its work closer to the international community, the KSC welcomes students, legal professionals and any other interested group to visit its premises in The Hague.



Deputy Registrar of the KSC, Guido Acquaviva, and Executive Director of the Humanitarian Law Centre Kosovo, Bekim Blakaj, at a round table discussion on mandate and proceedings of the KSC – Pristina, 21st March 2018

IMPACT

To measure the success of the Outreach Programme, every year the KSC tasks independent institutions in Kosovo and Serbia to carry out an opinion poll on public attitudes towards and knowledge of the KSC.

Regular meetings with the Court Information Network provide additional and more qualitative feedback from their respective target audiences.