

# Adjudication Panel Remote Hearings Guidance:

Hearings of the independent Adjudication Panel will usually be held remotely, unless there is a reason why the hearing cannot be held fairly or effectively over a secure videolink (currently Zoom). Parties who believe that there are reasons why a hearing cannot be held fairly or effectively remotely may make a submission to the Adjudication Panel Chair, who will consider a request for an in-person hearing on a case by case basis.

This guidance has been produced to provide practical information on Adjudication Panel remote hearings, which have been operating successfully since interim pandemic arrangements were put in place.

1. Arrangements have been in place since 2020 for Adjudication Panel hearings and meetings to take place made using Zoom. Two members of CLC staff have been designated as responsible for overseeing the technological aspects of hearings over Zoom, and for supporting panel, other hearing participants and members of the public who may be observing the hearing.
2. If you are taking part in a hearing, you will receive a copy of the joining arrangements one week before the hearing, which will include the steps you need to follow on the day of the hearing to join the meeting. The joining arrangements will also include the name, telephone number and email address of the CLC staff member providing support for the hearing, who will be available to assist with any troubleshooting. You will be asked to provide the best contact number for you on the day in case there is a need to contact you during the day.

3. For each hearing, there will be a hearing room (where all participants can enter), a separate panel members break out room (where only panel members can enter), a room for the CLC team, and a room for the respondent and their team. You will be provided with the access details for the room(s) you can access. The chair of the hearing panel will admit participants at the appropriate times, and therefore there will on occasion be a slight wait for access but any delay will be kept to a minimum.
  
4. Public notice of each hearing will be given in the usual way, through a notice on the CLC website, with instructions on who to contact if someone wishes to observe the hearing remotely. They will be invited to email the CLC support staff member, who will provide them with access details and joining instructions. The CLC support staff member will have control of their access, which can be terminated at any time in event of any attempt to disrupt the hearing.
  
5. The hearing will be recorded through the Zoom system, and a transcript automatically prepared after the hearing.
  
6. As the hearing is likely to take a little longer than if it were held face to face, and regular breaks will be taken.

7. After the hearing participants will be asked for their feedback on the process.

Victoria Goodfellow

Adjudication Panel Chair

Council of Licensed Conveyancers