

LEGAL COMPLAINTS REVIEW OFFICER (LCRO)

PROTOCOLS 11 August 2020

1. Review Officers have lap-tops and are equipped to work from home.
2. Case managers and members of the Tribunal research team are equipped to work from home and able to provide continuing support to the Review Officers.
3. Arrangements have been made to ensure that Officers have access to files that can be dealt with on the papers.
4. Priority will be accorded those matters which have had a hearing concluded.
5. Fixture dates for hearings to be heard in August will be reviewed, and decisions made as to whether advance notice of adjournments need to be provided to the parties when it becomes clearer as to the duration of the current lockdown.

Rex Maidment
Legal Complaints Review Officer