

# Professional Conduct Procedure

## Change of Venue

All hearings and appeals will be remotely by virtual means unless this protocol allows otherwise.

The Registrar will consider applications to hold a hearing in-person on a case-by-case basis.

A party should write to their Case Manager as soon as possible if they believe there are exceptional circumstances which means the hearing should be held in-person.

All requests should be made promptly and give good and sufficient reasons and supporting evidence. If not, the Registrar may not grant the request.

The application must set out clear and compelling reasons as to why a virtual hearing is not suitable.

When making their decision the Registrar, or their officer, will consider:

- the party's reasons for requesting an in-person hearing, including any supporting evidence provided;
- the financial, medical or other exceptional hardship communicated by the party;
- if the request was timely;
- whether having an in-person hearing would disadvantage the other party;
- if any witnesses, experts or representatives are attending and whether they would be able to attend the venue;
- whether a telephone hearing would be possible;
- the alternative venues proposed by the party and the reasons for suggesting those venues; and
- whether it is fair, in all the circumstances, to change to an in-person hearing.

The Registrar may request such further information or evidence as required to consider an application to change to an in-person or the venue of the hearing. Where this evidence is not supplied, the application may be rejected.

Only the parties to the complaint can request an in-person hearing or change of venue. The move to an in-person or change of venue will not normally be changed to accommodate a legal or other representative, witness or an expert, unless there is compelling evidence that they are unable to attend virtually or the chosen venue and that their absence would mean that the complaint could not be resolved justly.

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