



Judicial Conduct  
Investigations Office

## Reasonable Adjustments Policy

If you require this document in a different format please send your request by email to:  
[general.enquiries@judicialconduct.gov.uk](mailto:general.enquiries@judicialconduct.gov.uk)

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## Introduction

The Judicial Conduct Investigations Office (JCIO) is committed to promoting equality and inclusivity in the delivery of our services. Fundamental to this is enabling people with disabilities to use our services without disadvantage. The barriers that some people with disabilities face when trying to access services are wide-ranging and can effectively exclude them from many services that people without disabilities take for granted. It is up to service providers, like us, to ensure that this does not happen.

To this end, the JCIO can make reasonable adjustments to our standard practices to ensure that the judicial conduct complaints process is equally accessible to all.

This document explains the JCIO's reasonable adjustments policy.

## What are reasonable adjustments?

Under the provisions of the Equality Act 2010, certain organisations are obliged to take reasonable steps to remove the barriers that service users experience because of a disability, so that they may access the organisation's services in the same way, as far as this is possible, as someone who is not disabled. These steps are called 'reasonable adjustments'.

Section 20 of the Equality Act 2010 provides the legislative framework for the provision of reasonable adjustments. There is no fixed list of reasonable adjustments and, generally speaking, adjustments will depend on the individual's needs and the resources available to the JCIO.

Reasonable adjustments which the JCIO has been able to offer in the past include:

- Allowing a complaint to be given orally, rather than in writing, and transcribing this complaint
- Accepting a complaint via a voice note
- Extending a time limit
- Communicating over the phone in addition to written correspondence
- Communicating via a nominated third party
- Providing documents in an alternative format

## Who can request reasonable adjustments?

Anyone can request reasonable adjustments. However, the duty imposed on public sector organisations under the Equality Act 2010 is in relation to disabled persons.

Under the provisions of the Act, a person is considered to be disabled if they have a physical or mental impairment that has a 'substantial' and 'long-term' negative effect on their ability to do normal daily activities.

'Substantial' means more than minor or trivial. 'Long-term' means 12 months or more. In exceptional circumstances the JCIO may be able to make discretionary changes to normal procedures on an individual basis for those who do not meet the above definition.

## How does the JCIO determine what is reasonable?

The aim of a reasonable adjustment is to remove or mitigate the disadvantage faced by a disabled person. Each request for reasonable adjustments is assessed independently by a senior manager. A number of factors will be taken into account, including, but not limited to, the following:

- how effective the requested change will be in assisting disabled people in general, or a particular service user;
- the practicality of the requested change;
- the cost and resources available; and
- any associated risks to our staff.

It is essential that the adjustment is effective in removing or mitigating the disadvantage faced by the person making the request. There must be a connection between the disadvantage faced and the adjustment requested.

Where an adjustment has a high cost, it is less likely to be reasonable. This does not mean that adjustments with high costs can never be reasonable. Where an adjustment is difficult to implement, it is less likely to be reasonable. This does not mean that adjustments which are difficult can never be reasonable.

The amount of additional time dedicated to applying a reasonable adjustment must be reasonable relative to the context of the JCIO's work. For example, caseworkers typically manage a caseload of around 25 cases. It would not be reasonable for a caseworker to devote all their time to one complaint in order to apply an adjustment.

In changing policies, criteria or practices, we cannot make any changes that would undermine our ability to perform the JCIO's statutory functions. This would go beyond what is reasonable.

The JCIO keeps a record of reasonable adjustments which have been granted in order to ensure that we are being fair and consistent in our application of our reasonable adjustments policy. These records are anonymised.

## How can I request reasonable adjustments?

If you have already made a complaint to the JCIO, you will be able to make a request for reasonable adjustments to your caseworker via the online portal.

If you have not already made a complaint to the JCIO, please address your request to [general.enquiries@judicialconduct.gov.uk](mailto:general.enquiries@judicialconduct.gov.uk)

It would be helpful if, in your request for reasonable adjustments, you could:

- make it clear that you are requesting reasonable adjustments;
- indicate whether you have a condition that falls within the definition of 'disability' under the Equality Act 2010;

- state what adjustments you would need; and
- provide a basic explanation of how the adjustment requested will help you.

In assessing requests, the JCIO will, insofar as it is possible, avoid asking invasive questions about the nature of a person's condition. In some circumstances, it may be necessary to clarify the requirements of the persons requesting reasonable adjustments, so that the JCIO can determine which adjustments are appropriate.

Generally, there is no need to attach medical evidence to a request. However, there may be circumstances in which the JCIO requests medical evidence in support of a reasonable adjustment request.

Ordinarily we will inform you of our decision within 10 working days. In some instances, however, we may need more time to consider the best course of action, or to receive expert advice. You will be kept informed of the timeframe for our decision.

Making a request for reasonable adjustments will have no impact on the outcome of your complaint.

## **What can I do if I am unhappy with the JCIO's decision?**

If you are not satisfied with the JCIO's decision, either because you feel a denied adjustment is unreasonable or because the proposed adjustment does not remove the disadvantage you face, you can ask us to review our decision.

If you would like the JCIO to review our decision, please contact us at [general.enquiries@judicialconduct.gov.uk](mailto:general.enquiries@judicialconduct.gov.uk)

It would be helpful if you could provide us with the reasons that you feel that the original decision was unsatisfactory. This will be taken into account in our review.

## **Where can I find further information on reasonable adjustments?**

The following sources contain useful information on reasonable adjustments:

- [Equality Act 2010: Duty to Make Adjustments](#)
- [Equality Act 2010: Guidance](#)
- [The Equality and Human Rights Commission – Reasonable Adjustments for Disabled People](#)
- [The Citizens Advice Bureau – Duty to Make Reasonable Adjustments](#)
- [Scope – Reasonable Adjustments](#)
- [Mind – Reasonable Adjustments](#)