



Judicial Conduct  
Investigations Office

# Reasonable Adjustments Policy

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## **Content**

|  |          |
|--|----------|
| <b>Introduction</b>  | <b>3</b> |
| <b>What are reasonable adjustments?</b>                                | <b>3</b> |
| <b>Who can request reasonable adjustments?</b>                         | <b>3</b> |
| <b>How does the JCIO determine what is reasonable?</b>                 | <b>4</b> |
| <b>How can I request reasonable adjustments?</b>                       | <b>4</b> |
| <b>What can I do if I am unhappy with the JCIO's decision?</b>         | <b>5</b> |
| <b>Where can I find further information on reasonable adjustments?</b> | <b>5</b> |

## Accessibility

If you require this document in a different format please send your request by email to: [JCIO-RA-Requests@judicialconduct.gov.uk](mailto:JCIO-RA-Requests@judicialconduct.gov.uk) or call on: 0207 073 1614 and we will consider your request and get back to you within 5 working days.

The JCIO's accessibility statement can be found at:  
<https://www.complaints.judicialconduct.gov.uk/accessibility-statement/>

## Responsibilities

As a public body and a service provider, under the Equality Act 2010 we have a duty to make reasonable adjustments for disabled people. The Judicial Conduct Investigations Office (JCIO) is committed to promoting equality and inclusivity in the delivery of our services to enable disabled people to access our services without disadvantage. The barriers that some disabled people face can be 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 will think about and take reasonable steps to overcome barriers that may impede disabled people from accessing our service. We will do this by making 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 service providers are obliged to take reasonable steps to avoid the disadvantages that service users may experience because of a disability, so that they may access the organisation's services in the same way, as far as 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
- Accepting a complaint via email or 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 Equality Act 2010, 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. A number of factors will be considered, including, but not limited to, the following:

- how effective the requested change will be in assisting the disabled person.
- 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 an adjustment must be reasonable and relative to the context of the JCIO's work. For example, it would not be reasonable for a caseworker to devote all their time to one complaint in order to apply an adjustment.

The JCIO cannot make any changes to our policies, criteria or practices which would undermine our ability to perform our core statutory functions established under the Constitutional Reform Act 2005 and the Judicial Discipline (Prescribed Procedures) Regulations 2023. 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.

## How can I request reasonable adjustments?

You can make a request for reasonable adjustments prior to submitting a complaint to the JCIO. You can do so by contacting us at: [JCIO-RA-Requests@judicialconduct.gov.uk](mailto:JCIO-RA-Requests@judicialconduct.gov.uk) or by calling 0207 073 1614.

In your request for reasonable adjustments, please include the following:

- your name, telephone number and email address.
- your availability (day of the week or time).
- 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 and what it is.
- state what adjustments you 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. You do not have to attach medical evidence, however, in some circumstances, it may be necessary to obtain more information from the persons requesting adjustments, so that the JCIO can be better informed and consider what we can offer to remove any disadvantage.

Ordinarily we will respond to your request within 48 hours. 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: [JCIO-RA-Requests@judicialconduct.gov.uk](mailto:JCIO-RA-Requests@judicialconduct.gov.uk) or by calling 0207 073 1614.

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](#)

