Challenges for Policy Makers

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Overview

- Stage 1: Claim submission
- Stage 2: Conciliation stage
- Stage 3: Online adjudication
- Dealing with LiPs
- Monitoring performance
Stage 1: Claim submission

- Online submissions
- Replacement of PAP
- Without prejudice negotiations
- Triage
- Dispute System Design
  - Goals
  - ODR
  - Tiered procedures
  - Early settlements
Stage 2: Conciliation

- Cases officers
- Process pluralism
- Policy options
  - Opt-in & opt-out models
  - Incentives & penalties
  - Ensure capacity
  - In-house & referrals
Stage 3: Online judges

- From f2f hearings to written processes which may be complemented by e-hearings
- Hearing centres outside courts
- From generalists to specialist DJs
- Technology assisted decision making
- Open justice
How do we empower LiPs?

- Growth of LiP
- Separate tracks for LIPs
- Incentives & penalties
- Safeguards
- Information and advice
- Technology impacts on A2J
Monitoring performance

- Identify best practices
- Capture of information
- Procedural justice
- Distributive justice
Thank you

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