

CUSTOMS APPEAL AUTHORITY

PROTOCOL OF THE CUSTOMS APPEAL AUTHORITY

Note where possible communicate with the Authority by email using this address:
CAA@justice.govt.nz

1. Under COVID-19 Alert Level 1, the Customs Appeal Authority's office will operate in the usual way. However, it encourages the use of email as the primary means of communication. It will be business as usual if you visit the office or attend a hearing. However, health and safety measures including contact tracing will apply in the manner they do generally for service providers.
2. There are delays affecting some appeals resulting from the measures under the higher level COVID-19 alerts. Any party who seeks urgency for their appeal should notify the Authority's Case Manager, and the Authority will arrange a process to consider the request.
3. For every appeal, when arranging the hearing the Authority will setup a telephone discussion. The parties, and the Authority will take part. The discussion will include, identifying what issues the Authority is to decide, the evidence and the form of hearing. Where it is necessary to hold a hearing with parties and witnesses in person, securing facilities for the hearing may take time. The Authority will usually consider approaches that make an in-person hearing unnecessary; or necessary for only limited matters, such as hearing evidence from a particular witness. It may use Audio-Visual links and the like to reduce delays and expense. In every case, the Authority will consider the views of the parties, and ensure they can each put their case on all material issues. The overriding obligation of the Authority is to ensure all parties have a fair hearing.
4. Any party who has any concerns or needs information should contact the Authority's Case Manager.
5. This Protocol applies until revoked or modified by the Authority.

DATED this 9th day of June 2020

Grant Pearson
Customs Appeal Authority