

SOP Template: Conduct of Hearings or Clarificatory Meetings

This SOP details the **conduct of hearings or clarificatory meetings**, outlining procedures for scheduling, notification, participant roles, presentation of evidence, questioning, documentation, and decision-making. It ensures transparency, fairness, and adherence to legal and organizational standards during hearings, promoting clear communication and effective resolution of issues under review.

1. Purpose

To establish standardized procedures for the efficient and impartial conduct of hearings or clarificatory meetings, ensuring all participants understand their roles, rights, and responsibilities.

2. Scope

This SOP applies to all formal hearings or clarificatory meetings convened by the organization for matters including, but not limited to, disciplinary actions, grievances, or any case requiring review and resolution.

3. Responsibilities

Role	Responsibilities
Hearing Officer/Panel	Preside over proceedings, maintain order, ensure fairness, and deliver decisions.
Secretariat/Recorder	Arrange logistics, send notifications, record proceedings, and handle documentation.
Concerned Parties (e.g., complainant, respondent)	Attend hearings, present evidence, respond to questions, and abide by the set procedures.
Witnesses	Provide testimonies as required.

4. Procedures

- Scheduling**
 - Identify the date, time, and venue (physical or virtual) of the hearing/meeting.
 - Ensure accessibility and appropriate facilities are available.
- Notification**
 - Prepare and send formal notices to all relevant parties at least 3-5 working days before the hearing.
 - Include details: purpose, schedule, venue/link, list of attendees, and required documents or evidence.
- Preliminary Preparation**
 - Review all submitted evidence and documentation prior to the hearing.
 - Prepare necessary materials (evidence summaries, rules of procedure, etc.).
- Conducting the Hearing/Meeting**
 - Open the session, introduce participants, and state the agenda and ground rules.
 - Ensure recording (audio and/or written minutes) of proceedings.
 - Allow parties to present their statements and evidence.
 - Permit questioning by the hearing officer/panel and, if necessary, by opposing parties.
 - Address any procedural questions or requests for clarification.
- Documentation**
 - Record attendance and maintain a written or electronic record of all proceedings.
 - Collect and label all submitted evidence clearly.
- Decision-Making**
 - Panel/officer reviews all findings and evidence post-hearing.
 - Deliberate in accordance with relevant policies and legal standards.
 - Prepare a written resolution, clearly stating conclusions and the rationale for the decision.
- Post-Hearing Procedures**
 - Communicate the decision to all involved parties in writing within the designated timeframe.
 - Provide guidance on the appeals process, if applicable.
 - Ensure proper archiving of all records and evidence.

5. Documentation & Forms

- Hearing/Meeting Notice Template
- Attendance Sheet
- Minutes/Proceedings Template
- Decision/Resolution Template
- Evidence Log Sheet

6. References

- Applicable Local and National Laws
- Organizational Code of Conduct
- Relevant Organizational Policies and Procedures

7. Revision History

Date	Revision	Description	Prepared by
2024-06-10	1.0	Initial SOP template release	Compliance Team