

Role play on direct judicial communication

Phone call 1:

Judge A is dealing with the case of custody rights. He/She phones judge B in member state B in order to understand a technical term used in a previous judgment of judge B.

Examples of such technical terms that family judges in one EU Member State use and that may not be clear to judges in other EU Member states could be as follows: “patria potestas” in Spain, „Aufenthaltsbestimmungsrecht“ in Germany or „ostvarivanje osebnih odnosa” (“exercise of personal relations”).

Phone call tips:

Judge A:

- Greet your interlocutor and present yourself;
- Ask politely to whom you are speaking or if you could speak to;
- Explain briefly what your call is about (what the case is about, why you are calling, what is not clear to you);
- Thank your fellow judge for his/her assistance;
- Offer your assistance in the future.

Judge B:

- Greet back your fellow judge and tell him/her that you are glad to receive his/her call;
- If you are not sure about the content of the case, please ask for a clarification;
- Explain the term that you have been asked about;
- Offer your assistance in the future.

Phone call 2:

Judge C is dealing with a case in which he/she needs to contact judge D in another country to talk to him or her about ordering supervised contact in the Member State of judge C.

Phone call tips:

Judge C:

- Greet your interlocutor and present yourself;
- Ask politely to whom you are speaking or if you could speak to;
- Explain briefly what your call is about and why you have been approached by a parent in a particular case;
- Ask about the procedure previously followed in the country of judge D and the specificities of the case;
- Thank your fellow judge for his/her assistance;
- Offer your assistance in the future.

Judge D:

- Greet back your fellow judge and tell him/her that you are glad to receive his/her call;
- If you are not sure about the content of the case, please ask for a clarification;
- Explain the substance of the case and the procedure that you have followed in your country in this case;
- Offer your assistance in the future.