**CAJI SEMINAR SERIES 2024/25**

***Digital Justice Journeys***

by **Professor Naomi Creutzfeld**

**Date**: 13 November @13:00

**Online event**: Link to follow [after registration](https://forms.office.com/e/GaK4jX9qL2))

**Abstract:**

The digitalisation of advice, support and justice processes demands of us a digital capability that not everyone can operationalise. The digital justice system comprises a range of processes and tools including online hearings, virtual advice, technological tools, and forms. We know very little about how lay people make use of digital processes and what role intermediaries (friends and family, GPs, local settings, charities, local advice services, law centres) play in their individual digital journeys. This lack of understanding was exacerbated by the premature implementation of digital justice services during COVID-19. This paper starts to fill the gap in our understanding by asking questions of people about their digital journeys to resolve their justiciable grievances.

**About the author:**

Naomi Creutzfeldt joined Kent Law School in October 2022. Previously she was a Professor of Socio-Legal Studies at the University of Westminster, where she served as Research Director. Prior to that she was at the Centre for Socio-Legal Studies in Oxford. Professor Creutzfeldt is a member of common room at Wolfson College, Oxford, and an [affiliate researcher](https://www.lhlt.mpg.de/2723981/professor-naomi-creutzfeldt) at the Max-Plank Institute for Legal History and Theory in Frankfurt.

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