


From: HM Courts and Tribunals Service <replies@optic.justice.gov.uk>
Sent: 07 January 2020 13:30
To: lorraine32@blueyonder.co.uk
Subject: Complaint (ref: 1560887)
Attachments: Letter.doc

Dear Miss Cordell

Please find attached the response to your request for review.

Kind regards

Miss L Frost
Team Leader
Edmonton County, HM Courts and Tribunals Service | HMCTS | 59 Fore Street , Edmonton , N18 2TN
Phone: 0208 884 6500

 HM Courts & Tribunals Service

NOTE: Please do not edit the subject line when replying to this email.



HM Courts & Tribunals Service

Lorraine Cordell
on behalf of Simon Cordell

7 January 2020

Dear Miss Cordell

F00ED222 L B ENFIELD – V - CORDELL

Thank you for your email received via resolver, I am sorry to hear that you remain dissatisfied with the service you have received from the court in relation to this case.

I should explain that this letter represents the second stage of the complaints process. If you are not satisfied with my reply, you can write to HMCTS Correspondence and Customer Service Team for review.

I have now undertaken a review of your case, and all correspondence relating to your complaint on the information held by The Civil and Family Court at Edmonton and concluded no administrative error was made by the court staff at Edmonton County Court in the handling of your case.

I am unable to offer you any payment of costs in the matter as explained below: -

The circumstances under which HMCTS can offer financial compensation. It should first be established that there has been a maladministration by court staff.

Maladministration

Meaning generally that an error has been made in the performance of our administrative duties which has resulted in a loss.

I note that you feel my colleague's Mr Mustafa's email dated 2 January 2020 still did not address your concerns. It would also seem you are not happy with the way the District Judge has dealt with your case. Though you may feel unhappy with the conduct of the judge's decision, you cannot use HMCTS complaints procedure to complain on the handling of a case by a Judge or to challenge a Judicial Decision.

Edmonton County Court

59 Fore Street
Upper Edmonton
London
N18 2TN

DX 136686 Edmonton 3

020 8884 6500

Fax 020 8803 0564

enquiries@edmonton.countycourt.gsi.gov.uk

Minicom VII 0191 478 1476

(Helpline for the deaf and hard of hearing)

www.justice.gov.uk

Our ref: OPTIC 1560887
Case Number F00ED222

I have nothing further to add to Mr Mustafa's letter. As Operation Manager, I am unable to comment or intervene in matters that have been subject to judicial decision. The judiciary are independent and it is important that I do nothing to undermine this.

Please be assured that your comments are appreciated. We understand the importance of excellent customer service and your views are invaluable in helping us to continue to improve the service we provide.

Once again, I apologise for the inconvenience you have experienced and trust that further dealings you may have with The Civil and Family Court at Edmonton will be of a higher standard and without delay.

J Billyack
Operations Manager
In the Civil and Family Court at Barnet, Edmonton and Willesden.

If you are not satisfied with my reply, you can write to: -
HMCTS Customer Service Team, 6th Floor, 102 Petty France, and London SW19 9AJ or
email customerinvestigations@hmcts.qsi.gov.uk.
The team will respond within 15 working days.

Judicial decision

We only handle the administration for courts and tribunals. We are always impartial and we do not have any influence over a Judge's decision. We cannot comment or review their decision for you

Appeal Judge's decision

If you are complaining about the conduct of the judiciary you can write to Judicial Conduct Investigation Office.