



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.

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Case Number F00ED222