

Advice Bureau or from your local library. You can also visit the House of Commons website at: <http://www.parliament.uk/>

You may obtain a leaflet explaining the role of the Parliamentary Commissioner for Administration (the Ombudsman) by telephoning: **0845 015 4033**.

Other Complaints

The Court Funds Office and the Court Service cannot deal with complaints about the service provided by other agencies or organisations.

If you disagree with a decision a judge has made in your case you may have a right of appeal against that decision and you must contact the court where the hearing took place.

You **must** have proper grounds for appeal and there are **strict time limits** within which you must make your appeal.

We are not able to advise you on whether you can or should appeal against a judicial decision.

We recommend you get advice from a solicitor, the Citizens Advice Bureau or other advice agency.

Court Funds Office
Customer Services
22 Kingsway
London
WC2B 6LE

Customer Services Helpline: 0845 223 8500
Monday to Friday 9am to 5pm
Fax: 020 7947 7967
Minicom: 020 7947 7911

Email: enquiries@courtfunds.gsi.gov.uk



Court Funds Office

Guidance on
how to give
feedback or make
a complaint

www.courtfunds.gov.uk

Feedback

If you have a comment or suggestion that you would like make about the service you have received, we want to hear from you.

Fill out the **Comments Slip** found in the Court Funds Office public counter or please write to the **Customer Services Manager** at the following address:

Court Funds Office
22 Kingsway
London
WC2B 6LE

Or by Fax on: 020 7947 7967

You may also e-mail:

enquiries@courtfunds.gsi.gov.uk

Complaints Procedure

If you are dissatisfied about any aspect of the handling of your case we want you to tell us.

Speak to the person you saw or if they cannot help you or you would rather talk to someone else, ask to speak to the Customer Service Manager.

If we are able, we will sort out your complaint there and then.

Letter of Complaint

When writing a letter of complaint please provide the following information:

- **Your name & address**
- **The case number and / or the Court Funds Office account number**
- **Give as much information as possible about your complaint for example dates, times, names, events, etc.**
- **Say what you would like us to do to put matters right**

Please mark your letter for the attention of the **Customer Services Manager** and write to:

Court Funds Office
Customer Services
22 Kingsway
London
WC2B 6LE Or by Fax: 020 7947 7967

What happens next?

The Court Funds Office will reply to you within 5 working days, or write to you to explain why a reply may take a little longer.

If you remain dissatisfied after receipt of a reply, you may write to:

Head of Business Processing
Court Funds Office
22 Kingsway
London
WC2B 6LE

All complaints will be treated openly and fairly so please give us the opportunity to put things right. The Head of Business Processing will respond within **5 working days** or explain why a reply may take a little longer.

What if I remain dissatisfied?

If you remain dissatisfied with the response of the Head of Business processing, you may wish to write to:

Head of the Court Funds Office
22 Kingsway
London
WC2B 6LE

When writing to the Head of the Court Funds Office you should state that you are dissatisfied with the reply of the Head of Business Processing.

The **Head of the Court Funds Office** acknowledge receipt of your letter within **2 working days** and send a full reply within **5 working days**.

What further action may I take?

You may ask or write to a Member of Parliament and request him or her to ask the Parliamentary Commissioner for Administration (also known as the Ombudsman) to look into your complaint.

You can obtain details of any Member of Parliament (MP) by contacting the Citizen's