

**From:** HM Courts and Tribunals Service <replies@optic.justice.gov.uk>  
**Sent:** 02 January 2020 09:02  
**To:** lorraine32@blueyonder.co.uk  
**Subject:** Complaint (ref: 1560887)

Dear Miss Cordell

THE MAYOR AND BURGESSES OF THE LONDON BOROUGH OF ENFIELD

-v-

SIMON CORDELL

Thank you for your email of 12 December 2019. I am sorry you have had cause to complain about the service you have received from the Court. It is my role in accordance with HMCTS complaints procedure to investigate your complaint.

I have fully investigated the matter. The order of 6 December 2019 has been incorrectly drawn. The claimant had sent to the Court a draft order which was referred to a Judge and approved. I have sent by Royal Mail a copy of the amended order for your records.

Your request to view the Court file was referred to a Judge who has made the following comments:

'Defendant is entitled only to copies of orders and statements of case, plus other documents as listed in Civil Procedure Rules Practise Direction 5.A 4.2A (page 264 of 2019 Green Book).'

If you ask the court to make copies of documents or provide a copy of a document already provided there will be a Court fee applicable. Please refer to the EX 50 Civil and Family Court Fees booklet for further information.

Please highlight the documents you require from the Court file and we will inform you of the Court fee due.

Please accept my apologies for the administrative error and for any inconvenience this has caused. I hope that this is a satisfactory conclusion to your complaint.

If you are unhappy with my reply, you are entitled to escalate your complaint and request a review by writing to **Ms J Billyack**, Operations Manager, at The Civil and Family Court at Edmonton, 59 Fore Street, Edmonton, London N18 2TN.

Yours sincerely,

Mr A Mustafa  
Customer Services  
Edmonton County, HM Courts and Tribunals Service | HMCTS | 59 Fore Street , Edmonton , N18 2TN

Phone: 0208 884 6500



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