

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, 6<sup>th</sup> Floor, 102 Petty France, and London SW19 9AJ or  
email [customerinvestigations@hmcts.gsi.gov.uk](mailto:customerinvestigations@hmcts.gsi.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.