



HM Courts & Tribunals Service

HM Courts & Tribunals Service
Customer Investigations Team
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Mr Philip Grace

29 November 2018

Dear Mr Grace

Thank you for your letters of 28 August and 28 September addressed to the Customer Investigations Team and your email of 4 November addressed to Susan Acland-Hood as Chief Executive of HM Courts & Tribunals Service. I've been asked to reply on behalf of Mrs Acland-Hood.

I'm sorry to hear you're unhappy with District Judge Jenkinson's decision of 1 May. Judges are completely independent and we don't have any influence over what they do or decide. This includes officials like Mrs Acland-Hood or any other government minister. I know this will be disappointing news for you.

You could consider appealing the judge's decision, but we recommend getting legal advice first. Any Citizens Advice office offers free, impartial advice on a range of matters. Alternatively, Civil Legal Advice can help to locate advisory services in your local area. They can be contacted by phone on 0345 345 4345.

I'm also sorry to read that you're unhappy with Richard Redgrave's complaint reply sent to you on 19 September. You can ask your local Member of Parliament (MP) to pass your case to the Parliamentary and Health Service Ombudsman (The Ombudsman) to investigate further. The Ombudsman can only look at complaints about UK government departments and agencies when an MP refers them. You can pass your complaint to the Ombudsman by going to www.ombudsman.org.uk/making-complaint.

I understand you feel District Judge Jenkinson has perverted the course of justice. Any allegation of this type should be reported to the police. It will be for the police to decide if they can investigate the allegation further.

I hope my reply helps to explain why Mrs Acland-Hood can't help you in the way you would like her to. I also hope it provides information on where you can get an advice and how to report your allegation of perverting the course of justice.

Yours sincerely,

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Customer Investigations Team