

Ruth Grocock
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2 October 2018

Dear Ruth Grocock

Freedom of Information Act (FOIA) Request – 180929005

Thank you for your request, received on 29 September 2018, in which you asked for the following information from the Ministry of Justice (MoJ):

I would like to know how many complaints have been received by Norwich County Courts for the period 27.09.2016 - 27.09.2018 and what they relate to i.e. maladministration / negligence / judicial conduct etc

I would also like to know how the Ministry of Justice ‘regulates’ the courts to ensure the courts run smoothly and provide appropriate services to the public?

How often does the Ministry of Justice review the number of complaints being processed through a court and how happy are you that these complaints are being investigated ‘properly’ to ensure the courts are not being bought in to disrepute?

What are the court procedure rules on judges upholding the law inside the court room and ensuring ‘substantive’ evidence relating to matters of wider public interest are addressed?

What if a judge breaks the law in a court room? How do you protect the public from this? The JCIO do not deal with this. Who does??

How long is your average call waiting time to The Family Courts main telephone number 0344 892 4000?

Can you provide me any service level agreements you adhere to in relation to case management and expediency for legal remedies or any standards you offer to meet the public's expectations?

Can you also give me information on ‘transparency’ and how you demonstrate to the public that justice ‘is fair and is seen to be done’.

Can you tell me how evidence is stored at the court and what security is in place to prevent unauthorised personnel reading private documents?

Your request is being handled under the FOIA.

The MoJ is required to provide you with a response within 20 working days. We will send you a response to your request by 26 October 2018

Yours sincerely

Knowledge and Information Liaison Officer
London and South East Regional Support Unit | HM Courts & Tribunals Service