



Press Release

Embargoed until 16 February 2007

The courts are listening to your feedback and complaints

HMICA's inspection report on how well Her Majesty's Courts Service (HMCS) deals with feedback and complaints from court users is published today. In the report Inspectors make a number of recommendations and also publicise the good practice they found.

Since unification in April 2005 HMCS has worked to develop standard approaches and policies across the Service.

Inspectors were pleased to find:

- lots of excellent examples of processes being changed as a result of feedback and it is clear that lessons are learnt;
- that staff are helpful and management are proactive in addressing complaints, and the feedback and complaints that *are* recorded are dealt with appropriately.

However, Inspectors also found that:

- oral complaints are not consistently recorded;
- the outcomes of feedback and complaints are not consistently fed back to staff;

- court users in custody or witness waiting areas, and users that do not speak English, have restricted opportunities to complain or feedback.

Eddie Bloomfield, the Chief Inspector, says:

Inspectors applaud the work done by HMCS in the context of feedback and complaints and the progress it represents. At an operational level, HMCS is not applying the feedback and complaints process consistently throughout its business units and this provides an opportunity for further improvement.'

ENDS

Notes for Editors

1. MCSI became Her Majesty's Inspectorate of Court Administration (HMICA) with effect from 1 April 2005.

2. Contact for HMICA:

Kika Bowen, Inspector
HMICA
2nd Floor, City House
New Station Street
Leeds LS1 4JR
Tel: 0113 283 6642

3. Contact for Her Majesty's Courts Service:

Rachel Clark. Senior Press Officer HMCS. Tel: 0207 340 6698

4. Inspection reports are public documents. Copies of HMICA's publications, including annual reports and thematic reviews, may be obtained from:

Tim Paviour, Publications Manager, HMICA
Block 2 Government Buildings, Burghill Road, Westbury-on-Trym,
Bristol BS10 6EZ. (Tel: 0117 959 8201)

Or via our website at: www.hmica.gov.uk
