



HM Courts &  
Tribunals Service

# CE-FILE SUPPORT

The CE-File system appears not to be doing what it should	I have a query regarding a business process	Feedback
<p>If you are experiencing problems with accessing the CE-File system, there may be a problem with access to the web site from your network.</p> <p><b>Please contact your IT department in the first instance before contacting the Rolls Building</b></p> <p style="text-align: center;">↓</p>	<p style="text-align: center;"><b>The IT system is working as it should, however I have a question.</b></p> <p style="text-align: center;">↓</p>	<p style="text-align: center;"><b>I don't have a business or IT issue, however I would like to make an observation</b></p> <p style="text-align: center;">↓</p>
<p style="text-align: center;"><b>Please telephone or e-mail the Rolls Building:</b> <a href="mailto:efilesupport.rolls@hmcts.gsi.gov.uk">efilesupport.rolls@hmcts.gsi.gov.uk</a></p> <p>We will do our utmost to respond to you as quickly as possible. Please do not use email for urgent issues. The Rolls Building can be contacted on <b>020 7947 6725</b> between the hours of <b>9am – 5pm</b>, Monday – Friday exc. bank holidays</p>		
<p>An initial assessment of the issue will made. If they are unable to identify the cause/resolution the call will be passed to our suppliers. We will keep you updated on progress of the incident</p>	<p>As part of the pilot we will be assessing the number and type of calls, as well as the time the calls are logged. This information will be used to help improve the service.</p>	<p style="text-align: center;"><b>We very much welcome and observations that you would like to make. It is important to us to allow us to improve the service.</b></p>
<p>Should you wish to escalate or make a compliant about the service you have received, please e-mail <a href="mailto:mark.webb@hmcts.gsi.gov.uk">mark.webb@hmcts.gsi.gov.uk</a></p>	<p>Should you wish to escalate or make a compliant about the service you have received, please e-mail <a href="mailto:wilf.lusty@hmcts.gsi.gov.uk">wilf.lusty@hmcts.gsi.gov.uk</a></p>	<p style="text-align: center;"><b>Please e-mail us details to:</b> <a href="mailto:support@ejudiciary.net">support@ejudiciary.net</a></p>

**If you have any queries in relation to this document, please e-mail [support@ejudiciary.net](mailto:support@ejudiciary.net)**