



Contacting HMCTS during the coronavirus outbreak

Guidance to public and professional users for contacting HMCTS during the coronavirus (COVID-19) outbreak.

Our Courts and Tribunals Service Centres and National Business Centres provide help for court and tribunal users seeking support with their cases or queries. Due to coronavirus, we might take longer to answer calls and reply to emails.

Divorce (Online)

Please give enough time for us to complete work before contacting us for an update.

Typical waiting times (for online cases only):

We are currently responding to emails within 5 working days.

We are currently issuing new Divorce petitions within 5 working days.

We are currently processing Help with Fees applications within 5 working days.

We are currently processing Decree Nisi applications within 15 working days from the date we receive the application.

Applications for Decree Absolute are processed on the date of receipt, please allow 3 working days to ensure the order reaches you.

To apply for a Divorce online please visit:

www.gov.uk/apply-for-divorce

Please visit www.gov.uk/get-a-divorce for information about:

- Applying for a divorce
- Support and guidance
- Money and property when a relationship ends
- Arrangements for children

Legal representatives can manage multiple Divorce cases and Financial Remedy Consent Orders using our online services via MyHMCTS, please visit: <https://www.gov.uk/guidance/hmcts-online-services-for-legal-professionals>

Contacting us:

- If you have an enquiry about applying for a divorce please email contactdivorce@justice.gov.uk or if you have an existing divorce case please email divorcecase@justice.gov.uk.



- If you object to the costs of your hearing please add “**Objection to costs**” to your email subject header.
- Please email ContactFinancialRemedy@justice.gov.uk with Consented Financial Remedy Application queries.
- If you have an enquiry about applying for Divorce, you can speak our team via the online webchat service. Visit <https://www.gov.uk/apply-for-divorce> and scroll down to “**Help applying online**”.
- You can also contact us by telephone on **0300 303 0642** between 8am and 5pm Monday to Thursday, and 8am to 4pm on Friday.

Single Justice Service

Our team are currently unable to provide information about updates to your hearing. **Please do not contact us if you have not yet heard from us, the court dealing with your case will be in touch in due course.**

Further Information:

- If you have received paperwork regarding your Statutory Declaration hearing, please return your response by post within 14 days. The court will be in contact in due course to arrange a date.

If you have a query in relation to your plea:

- Please note, you can only use the Make a Plea service for 21 days after the postage date on your notice.
- Please visit our website www.onlineplea.cjscp.org.uk for information about Transport for London and TV Licensing cases.
- Please visit www.makeaplea.justice.gov.uk for information about Police motoring cases.
- **For any other prosecutors, please return your Plea by post.**

Contacting us:

- Please email contactSJS@justice.gov.uk or SJS@justice.gov.uk
- By telephone on **0303 063 2140** between 9am and 5pm Monday to Thursday and 9am and 4pm on Friday

Probate service

We are currently unable to provide updates on how your case is progressing. If you have an urgent query please call us on 0300 303 0648, but please be aware we are offering a limited telephone service. We are prioritising supporting people who have waited eight weeks after submitting their Probate applications.

If you are seeking support or advice before making application please use our online website service. Please visit <https://www.gov.uk/applying-for-probate/apply-for-probate> and scroll down to our “**Get help and advice**” section.

Typical waiting times:

Probate applications currently take eight weeks to be fully processed. We will contact you when we have reviewed your application. You do not need to do anything until then.



Further information:

- Please visit www.gov.uk/applying-for-probate to find out if you need to apply for Probate.
- Please visit www.gov.uk/applying-for-probate/apply-for-probate for information on how to apply online and how to access forms and guidance on Probate. This includes information on fees, where to send your Probate forms (PA1A and PA1P), and other forms supporting your application.

Legal representatives can manage multiple Probate applications using our online services by obtaining access through MyHMCTS, please visit: <https://www.gov.uk/guidance/hmcts-online-services-for-legal-professionals>

If you have an urgent enquiry:

Please email contactprobate@justice.gov.uk. We will respond to all emails as soon as possible.

Social Security and Child Support Appeals

If you have a hearing listed, we will contact you and anyone else involved to discuss any changes, you do not need to contact us.

If you have an enquiry:

Please email contactsscs@justice.gov.uk. We will respond to all emails as soon as possible.

Further Information:

- Please visit www.gov.uk/appeal-benefit-decision/submit-appeal to appeal a benefit decision online.
- If you need help with a payment, please contact the Department for Work and Pensions office using the contact details on your decision letter.

Please visit www.gov.uk/appeal-benefit-decision for information on:

- Submitting an appeal
- After you submit your appeal
- What happens at the hearing
- If you're unhappy with the tribunal's decision

Immigration and Asylum Chamber

If you have a hearing listed, we will contact you and anyone else involved in your appeal to discuss any changes, you do not need to contact us.

If you have an enquiry:

Please [see our operational update](#) to find the contact details for the hearing centre dealing with your case. Please email customer.service@justice.gov.uk if your case has not been allocated to a hearing centre.

Typical waiting times:

We will respond within 3 working days to your email.



Further Information:

- Please visit <https://www.gov.uk/courts-tribunals/first-tier-tribunal-immigration-and-asylum> for information about what the First-tier Tribunal Immigration and Asylum Chamber does.
- Please visit <https://www.gov.uk/upper-tribunal-immigration-asylum> for information about appealing a decision by the First-tier Tribunal, including how to appeal.

Family and Civil Operations

If you have a hearing listed, we will contact you and anyone else involved to discuss any changes to your hearing. **You do not need to contact us unless your hearing is within 48 hours.**

If you need to tell us about a change to your case please contact your local Court. Please visit <https://courtribunalfinder.service.gov.uk> to find contact details for the court dealing with your case.

For further help and support please contact your local Citizens Advice Bureau or Support Through the Court: <https://www.supportthroughcourt.org/>

Further Information:

Civil applications: <https://www.gov.uk/make-court-claim-for-money>

Possession claim online: <https://www.possessionclaim.gov.uk>

Standard Possession claim: <https://www.gov.uk/evicting-tenants/standard-possession-orders>

Family children C100 applications: <https://www.gov.uk/government/publications/form-c100-application-under-the-children-act-1989-for-a-child-arrangements-prohibited-steps-specific-issue-section-8-order-or-to-vary-or-discharge>

Non-molestation / occupation orders: <https://www.gov.uk/government/publications/form-fl401-application-for-a-non-molestation-order-occupation-order>

Tax Tribunals and Employment Tribunals Fees

If you have a hearing listed, we will contact you and anyone else involved to discuss any changes, you do not need to contact us.

If you need to tell us about a change to your case:

Please search <https://courtribunalfinder.service.gov.uk> to find contact details for the Tribunal office where your case is being dealt with.



HM Courts &
Tribunals Service

CORONAVIRUS update

Tax Tribunals:

There will be no physical hearings taking place until further notice. Hearings already listed will be changed to telephone or video hearings.

If you have an enquiry:

Please email taxappeals@justice.gov.uk. We will respond to all emails as soon as possible. For more information please visit <https://www.gov.uk/courts-tribunals/first-tier-tribunal-tax>

Employment Tribunal Fees Queries:

The Employment Appeal Tribunal will not be holding any hearings in the immediate short term. When hearings resume, they will initially be conducted by telephone, Skype or by video link. The hearing centre will contact you about any changes to your hearing, you do not need to contact us.

For more information including forms, further guidance and procedures, please visit <https://www.gov.uk/courts-tribunals/employment-tribunal>.