



HM Courts & Tribunals Service

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BY EMAIL

9 November 2017

Our ref: RR/Nov17

Dear Mr Clarke

Thank you for your further emails of 7 and 8 November to Susan Acland-Hood as Chief Executive of HM Courts & Tribunals Service (HMCTS). I have been asked to reply on her behalf.

I have read many of your previous emails where you make clear that you are unhappy with the service you have received from HMCTS but also repeatedly make demands on matters that it has already been explained cannot be addressed in the way you want. I am also aware that you have contacted Mrs Acland-Hood's husband on his personal twitter account, have written to Mrs Acland-Hood at her home address and have also phoned her at home. It is not acceptable for you to make phone calls, send letters, emails, or contact senior members of staff or members of their family in what I consider to be a harassing manner.

Whilst I realise you are concerned that fraudulent activity may have taken place in your case, I have found no evidence of this and am satisfied that my team have investigated your complaints appropriately. I therefore do not feel that your emails warrant further investigation. I refer you to the email dated 30 October sent to you by Charlotte Green in my team and reiterate that there is nothing further we can add.

We will not reply again if you write about issues that you have already raised. This will also apply to any communication you make via twitter or by any other means to the Chief Executive, her husband or any other senior official within HMCTS. I will also be approaching HMCTS' Security Branch and the police for further advice.

Yours sincerely

Richard Redgrave
Head of Customer Investigations