



HM Courts & Tribunals Service

HM Courts & Tribunal Service
Business and Property Courts of
England and Wales
Insolvency and Companies List
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To: [REDACTED]@mouseinthecourt.co.uk

Your Ref: N/A

Our Ref: BR-2019-001307

Date: 17th September 2021

Dear Mr Cloake,

Subject: Complaint received on 14th September 2021

I write further to your complaint lodged by e-mail on 14th September 2021.

I will respond to each of your points for ease of reference:

1. I would like the court to explain what reasonable steps it took to ensure the hearing was of an open and public character.

Due to an over-sight of a court clerk, the matter had not been listed on CE file (the court's electronic filing system) nor added to the daily list and the listing officer was not notified of the hand down date or that the Deputy Judge had agreed to sit. Unfortunately, this meant there was no record of this case having been heard on 7 July when the oral hand down took place. This matter should have been listed and published on gov.uk but due to this over-sight this was not done. This has highlighted a serious training issue which will be addressed as a priority to ensure it does not happen again.

2. I would like the court to explain why the case was not listed publicly.

I hope the above has covered this point. It was not a deliberate act for this case not to be published.

3. I would like the court to provide, at its own expense, a copy of the transcript of the hearing.

I spoke to Deputy ICC Judge Greenwood on 14th September who has advised me that he can provide a full written copy of the judgment on or by 21st September 2021. As soon as this is ready I will send you a PDF copy by e-mail to [REDACTED]@mouseinthecourt.co.uk. This will include all the information that was handed down in court should you have been able to attend.

I would like to apologise that the high standards you should have expected were not met on this occasion.

If you are unhappy with this response you may write to my manager, Mr [REDACTED], by e-mail at [REDACTED][@justice.gov.uk](mailto:[REDACTED]@justice.gov.uk), however I will be in touch again shortly with a copy of the full judgment.

Yours sincerely,

[REDACTED]

[REDACTED]

Insolvency and Companies Court Listing Officer
Business and Property Courts of England and Wales