

Message to HMCTS (Customer Investigation) via Resolver on 7th June 2019

Dear HMCTS (Customer Investigation),

I am writing to complain about an issue regarding Courts and Tribunals with Traffic Enforcement Centre. I have already raised the issue with this organisation and it has not been resolved to my satisfaction in the several months since I first contacted them. I have now exhausted their complaints procedure.

This is what I asked Traffic Enforcement Centre to do to resolve my issue: Our initial aim is to get proper answers to our questions.

This is how they responded: Our messages and replies are presumably all available.

I have decided to escalate my case to you because: Other

It is now three weeks since we sent a message on this case and there has been no response. We assume that the TEC and the ministry (all the way up to the top) are avoiding the truth, but for what it is worth we are now escalating this.

As I am sure you understand, my overall experience has been extremely frustrating, and I am after a reasonable and fair response from Traffic Enforcement Centre.

I confirm that all the information I've given is true and accurate to the best of my knowledge and I want to make a formal complaint to HMCTS (Customer Investigation).

Yours sincerely,  
John McGoldrick

n/a

Address:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]