



Ensuring our courts and tribunal buildings are safe during coronavirus (COVID-19) – escalation routes for professional users

Introduction

1. This brief summarises the routes for our professional court and tribunal users to use to raise 'real time' concerns about safety of our courts and tribunal buildings during coronavirus (COVID-19).

Background

2. We have completed detailed risk assessments and put in place additional safety controls and monitoring in our court and tribunal buildings during coronavirus, to make sure our users are safe. Throughout, we have worked closely with Public Health England, Wales and Scotland to ensure our risk assessment and control framework is validated against their standards.
3. We're working hard to make sure we are meeting standards set out in the risk assessments and to make sure our buildings are COVID secure.
4. We know our professional users want to know how to raise any concerns they have about what they see and experience when visiting our buildings during coronavirus, and for these to be responded to quickly. We set out the ways in which to report and escalate concerns below.

Stage 1 - raise concerns locally with a member of staff

5. If you see or experience something that's not right, please always report it locally – either while on site or immediately afterwards – so we can investigate and take any necessary action. **Invariably, local staff will be best able to solve problems, and to do so much more quickly than if issues are raised to a central point lacking proximity to the circumstances on the ground.**
6. We'll help you by displaying posters in areas used by professional users – such as robing rooms – providing the name and contact details of the local manager/team.
7. You can also provide feedback centrally using our [Let us know service](#) on GOV.UK. One of our central team will follow this up with the local court or tribunal, so the right local managers will be able to tackle and respond to the concern.

Stage 2 – escalate to the Regional Support Unit

8. We understand the need for an escalation route, albeit as a genuine exception to the general rule. If you have raised a local concern but you are still worried about safety at a particular location, you can send an email to the relevant Regional Support Unit. They will then either follow up with the local leadership team or, where appropriate, escalate to the regional Delivery Director.

9. To help us deal with your concern quickly and understand the need for escalation:
- give your email the descriptive title, “COVID safety: [court or tribunal building]”
 - explain what the issue is
 - tell us when you saw it or experienced it
 - explain who you spoke to first, and why you feel the response was not adequate.

10. You can contact each region by emailing:

Region	Email address
London	LondonSafetySecurity@justice.gov.uk
Royal Courts of Justice	directorrcjg@Justice.gov.uk
South East	SouthEastRSU@justice.gov.uk
South West	SWRegionSupport@justice.gov.uk
Midlands	MidlandsSafetyandSecurity@justice.gov.uk
North East	NERSU@justice.gov.uk
North West	NWSilverCommand@justice.gov.uk
Scotland	scotlandaccommodation@justice.gov.uk
Wales	HMCTSWalesHealth_and_Safety@justice.gov.uk

11. We'll look at the issues you have raised and get back to you as quickly as we can. Usually this will be within one working day. If we need longer - or to do a detailed investigation - we'll let you know.

Alternative route

12. If your concerns go wider than an individual court or tribunal building, you may like to let your professional organisation know, so that the matters can be taken up in their regular conversations with our senior leadership team.

If you want to complain

13. You can make a formal complaint using our [online form](#), by speaking, phoning, emailing or writing to the local court or tribunal. You will normally receive a response within 10 working days.

