



Dear Customer,

### **New telephony service – Advanced Notice**

This is an advanced notice of a change of telephony service from this court. This change is part of our ongoing commitment to improve our services and ensure a seamless experience for you.

From the **7<sup>th</sup> April 2025**, we will no longer be accepting direct calls relating to criminal Magistrates enquiries at the London Magistrates Courts Contact Centre at Romford. Instead, you will be able to reach us at our contact centre in HMCTS National Services by dialling **0330 808 4407 or 0300 303 0656 for matters relating to Single Justice Procedure (SJP)**. Your call will be handled by a dedicated member of our National Customer Contact Team, who are trained in the criminal Magistrates process. Current contact details for emailing local courts remain unchanged.

This change is driven by our HMCTS strategy of call centralisation, allowing the court to focus more on the delivery of frontline court services, processing of administrative work and the facilitation of court hearings. We kindly ask for your support and understanding as we make this transition.

The contact centre will be open from 8.30am to 5pm, Monday to Friday, except Bank holidays & Saturday 8:30am to 2pm. This extends the time you will be able to speak to a member of our staff.

We ask that you continue your usual practices for contacting the London Magistrates Courts Contact Centre at Romford until the change on the **7<sup>th</sup> April 2025**. If you call the National Team before the **7<sup>th</sup> April 2025** they may not be able to assist. We appreciate your patience and support as we transition our telephony to our national call centre.

Yours sincerely,

**Your Name**  
**Your Role**