

Email naming guidelines for High Court Family General Office

We have produced the following guide on how to file your documents with the Family Division of the High Court.

Please use the email subject headings below when sending an email to the rcj.familyhighcourt@justice.gov.uk inbox. Where possible, any email sent to any inbox at the Family Division of the High Court, should include the purpose of the email, case number, applicant surname and the date of hearing (if applicable) in the subject line.

Email Category: Applications/Orders	Email subject heading: 'Type of application/order – applicant surname'
Email Category: Papers for a hearing e.g Position statement, witness statement	Email subject heading: 'Name of document – case number - applicant surname – date of hearing'
Email Category: Document Upload Centre access request	Email subject heading: 'DUC access request'
Documents Upload Centre query.	'DUC enquiry'
Email Category: Notice of Hearing request	Email subject heading: 'Notice of Hearing request – case number - applicant surname'
Email Category: Notice of Acting request	Email subject heading: 'Notice of Acting request – case number - applicant surname'
Email Category: Notice of Change request	Email subject heading: 'Notice of Change request – case number - applicant surname'
Email Category: Interpreter request	Email subject heading: 'Interpreter request – case number and applicant surname – date of Hearing'
Email Category: Transcript request	Email subject heading: 'Transcript request – case number - applicant surname – date of hearing'
Email Category: General correspondence relating to a case	Email subject heading: 'Enquiry – case number - applicant surname – date of hearing (if applicable)'

Sending Bundles

Please upload bundles via the Document Upload Centre no later than two working days prior to the hearing. Please note the Document Upload Centre can only accept the following formats:

- PDF document only (no other format will be accepted)
- Videos (evidence) in MP3, MP4 and M4A format

There is no size limit on the document/video size and multiple documents/videos can be submitted.

Complaints

A reminder if you are sending in a complaint this needs to be logged via the formal complaints procedure which can be found here:

<https://www.gov.uk/government/organisations/hm-courts-and-tribunals-service/about/complaints-procedure>

Alternative email accounts for High Court Family

Please find below alternative email accounts that can be used to contact other teams of the Family Division of the High Court that are not linked to this email account:

- **High Court Family Appeals:**
appeals.familydivision@justice.gov.uk – All Appeals matters
- **High Court Family Listing:**
rcj.familylisting@justice.gov.uk – All Listing enquires
- **National Dols List:**
rcj.nationaldolslist@justice.gov.uk - All DoLS matters
- **Court of Protection Tier 3 (Including Serious Medical Treatment)**
rcj.coptier3listing@justice.gov.uk – All CoP Tier 3 matters
- **Court of Protection Appeals**
rcj.copappeals@justice.gov.uk - All CoP Appeals matters