**Contacting the Administrative Court Office**

This note explains how court users should contact Administrative Court Office (ACO).

The preferred option is to contact the ACO **via email**. For any URGENT queries – Court Users are expected to flag their email as high importance and insert URGENT and the date of hearing (if applicable) in the subject bar. Emails should go to the following addresses and should be answered in the timescales set out here:

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| --- | --- | --- |
| **Team/ Email** | **Types of queries** | **Target response time** |
| For the General Office  [administrativecourtoffice.generaloffice@justice.gov.uk](mailto:administrativecourtoffice.generaloffice@justice.gov.uk) | Appointments  New Applications (can also be filed via E-Filing)  Filing consent orders  Payment by PBA | Non-Urgent emails: 5-7 days  URGENT emails: up to 2 days |
| For Case Progression Office  [administrativecourtoffice.caseprogression@justice.gov.uk](mailto:administrativecourtoffice.caseprogression@justice.gov.uk) | Case Progression/ update/ office Copy request | Non-Urgent emails: up to 3 days  URGENT emails: same day (unless the email is sent after 4:30pm, in which case next day) |
| For DUC upload:  [administrativecourtoffice.duc@justice.gov.uk](mailto:administrativecourtoffice.duc@justice.gov.uk) | DUC upload |
| For Skeleton Argument: [administrativecourtoffice.london.skeletonarguments@justice.gov.uk](mailto:administrativecourtoffice.london.skeletonarguments@justice.gov.uk) | Skeleton Arguments |
| For the List Office  [administrativecourtoffice.listoffice@justice.gov.uk](mailto:administrativecourtoffice.listoffice@justice.gov.uk) | To fix or to vacate any cases  Change time estimates or court  Book Video links or interpreters | Non-Urgent emails: up to 3 days  URGENT emails: same day (unless the email is sent after 4:30pm, in which case next day) |

If you require assistance by phone, court users can call the RCJ Reception on 0207 947 6000, who will direct users to the relevant team selected from the below -

* ACO General Office
* ACO Case Progression Office
* ACO Listings Office

If the Team you are trying to contact are busy please leave your name and contact details with reception who will forward on your details and the relevant team will aim to contact you back on the same day.