

JUDGE SUSAN WALKER KC (HON)
PRESIDENT
EMPLOYMENT TRIBUNALS
(SCOTLAND)

JUDGE BARRY CLARKE
PRESIDENT
EMPLOYMENT TRIBUNALS
(ENGLAND & WALES)

24 June 2025

To: All members of the national user groups
Employment Tribunals (England & Wales)
Employment Tribunals (Scotland)

Dear colleagues

Please note that the minutes of the joint national user group meeting held on 14 May 2025 have now been published online at [this link](#). The matters discussed at the meeting are recorded in Q&A format in part 5 of the minutes, but will be of interest to your members, subscribers and constituents.

We have also been asked by HMCTS to write to users in connection with the fourth (and exceptional) method of presentation provided for in each of our Practice Directions on the Presentation of Claims, Responses and Statutory Appeals (England & Wales PD [here](#) and Scotland PD [here](#)), which took effect on 21 May 2025.

As you will recall, the fourth method permits presentation by email only where there is a fault with the online submission service. Two new dedicated email addresses (one for England and Wales and one for Scotland) have been set up for this purpose; such emails cannot be sent to other regional or administrative offices. A claim or response presented by email to one of the dedicated email addresses will not have been validly presented unless accompanied by a screenshot of the error message generated by the online submission service confirming a system malfunction at the relevant time. These malfunctions arise very infrequently, and so the email addresses need only be used very infrequently.

Regrettably, over the last month, these new dedicated email addresses have been improperly used by a large number of people, who are mostly professional representatives. Examples include sending case management applications or queries to the tribunal, and supplying completed case management agendas or further particulars of claims and responses. Sometimes the new email addresses are used in the “cc” field for no reason. Sometimes communications have been sent unnecessarily to both the Scotland email address and to the one for England and Wales. Even when used properly – in purported reliance on method four – they are often unaccompanied by a screenshot of the error

message, and it becomes clear that they are being used because a party is merely uncomfortable using the online submission service. These email addresses are monitored by a small number of HMCTS staff and significant inefficiencies will arise if they are required to comb through many dozens of emails a day simply to locate those messages that purport genuinely to present a claim or response by the fourth permitted method.

We respectfully ask our users to use these email addresses for the sole purpose for which they were created.

If a party uses either of these email addresses, they will receive an automated reply linking to the relevant Practice Direction. The reply says, in terms, that:

- The email address is exclusively for the presentation of claims and responses by method four of the Practice Direction.
- If a party is seeking to use method four, they must attach a screenshot showing the error message generated by the online submission service confirming a system malfunction.
- If a party has attached such a screenshot, their email will be forwarded to the relevant regional or administrative office dealing with the case, who will in due course confirm whether or not presentation by method four has been accepted.
- If a party has not attached such a screenshot, their email will still be forwarded to the office dealing with the case, but that office is likely to say that presentation by method four has not been accepted.
- The email address must not be used for any other communication, and all case-related correspondence it receives will be ignored.

Please draw these matters to the attention of your members, subscribers and constituents.

Yours sincerely



Judge Barry Clarke
President



Judge Susan Walker KC (Hon)
President