



HM Courts & Tribunals Service

14th April 2026

Re Email volumes – request to limit unnecessary follow-ups

Dear Court of Protection court user,

I'm writing on behalf of the Court of Protection admin team to ask for your support in reducing volumes of unnecessary emails and COP9 applications being received at the court.

Our administrative teams are currently receiving high volumes of emails and often follow-up emails on the same query. Each additional chasing email is opened, reviewed, and cross-checked, which diverts time away from progressing cases and responding to substantive queries.

Emails

- In the subject line of the e-mail, please use the following format; initials of P, case number, type of document attached (eg 'COP3'). If it is genuinely urgent, please also add URGENT and use the red ! flag
- Emails are worked in date order. We aim to respond within our standard service levels (typically within 10 working days), depending on resourcing, complexity and referrals required.
- **Please chase only once.** Multiple chasing emails for the same issue do not speed up a response and increase overall delays.
- **Chase only where the matter is urgent** and delay is likely to cause hardship, or where the **standard service level has passed** and you have not received a response.
- **Always include the case number(s)** subject and the date of your original request if applicable in the subject line and the body of the email to enable a swift and efficient response.

Filing documents

- **To help the court process any documents filed**, name your files using today's date, the surname and first initial of the person who may lack mental capacity, and the document name. For example, '2024-03-31-SMITH-J-COP3.pdf'.
- **Do not use password protection** or links to any other source.
- If you need to send further information, please do so in **a single consolidated email** (where size limits allow) rather than in multiple separate messages.

Please do not telephone to chase email correspondence except in genuine emergencies.

You may wish to refer to the relevant published information for context on timeliness guidelines for our property and affairs cases which is available on the following links

[https://assets.publishing.service.gov.uk/media/69c39710bd142c66ffe443cb/Court_of_Protection_Tables_Oct -
_Dec_2025_.ods](https://assets.publishing.service.gov.uk/media/69c39710bd142c66ffe443cb/Court_of_Protection_Tables_Oct_-_Dec_2025_.ods)

<https://www.gov.uk/government/statistics/family-court-statistics-quarterly-october-to-december-2025>

Thank you for your cooperation and understanding.

Kind regards,

The Court of Protection Team

Court and Tribunals Development Directorate, HMCTS