

21 June 2024

REFERENCE: FOI\24\66

Dear Sir

Thank you for your request for information dated 23rd May 2024 and detailed below:

Please provide all details and information in relation to the intended Pilot scheme in relation to the processing of small claims proceedings and the contract of engagement with Talkterms the intended service provider. This should include consultation process and tendering. The indication is the pilot scheme is to commence in September.

The Freedom of Information Act 2000 gives you two rights of access when you write to us asking for information. You have the right to know whether we hold recorded information falling in scope of your request, and you have the right to receive this recorded information subject to cost limit or exemption.

I can confirm that this information is not held by the Department of Justice as no pilot has been commissioned by the Department.

Under line of business, you may find it helpful to know that the Department has been approached by a private company who are interested in testing at their own cost a dispute resolution product for low-cost civil disputes. No plans have yet been made for the commencement of any such test which would be external to the Department. As you would expect, as a trial would likely provide proof of concept for alternative dispute

resolution mechanisms, the Department will be interested to see the level of public interest and efficacy of the mechanism if a test is completed to help inform future policy development and are happy to discuss any similar exercises in the same vein.

If you are unhappy at the way in which your request has been handled you may make a complaint to the Information Commissioner and ask the Commissioner to investigate whether the DOJ has complied with the terms of the FOIA. You can write to the Information Commissioner at:

Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Further details on the role of the Information Commissioner can be found at:
www.informationcommissioner.gov.uk

Yours sincerely

DoJ Records & Information Manager