

A Guide for Centre Referrals

Refer your own clients or users that require digital support for HMCTS online forms



Step 1: Phone 03300 16 00 51


- This call can come either from the centre with the user present or from the user themselves.

Step 2: Triage

- The user will be triaged and asked a few questions to clarify their name, contact details and which service they require help with etc.

Step 3: Booking

- The user will be booked into your centre and you can continue supporting the user.



The 6 HMCTS Services

Appeal a Benefits decision
- Social Security & Child Support (SSCS)

Apply for help with Court and Tribunal fees
- Help With Fees

Submit a Plea for an offence
- Single Justice Service (SJS)

Apply or respond to a Divorce
- Divorce forms

Resolve Civil Money Claims online
- Online Civil Money Claims (OCMC)

Apply for Probate of an estate
- Probate forms



HM Courts &
Tribunals Service

Contact Us
Call: 03300 16 00 51
Email: support@we-are-digital.co.uk
Text: FORM to 60777