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Contact FAQ

How do I request a criminal transcript? Request a criminal transcript [here](#).

[How do I request a transcript for a Civil or Family court matter, or Tribunal?](#) Request a transcript for a Civil or Family court matter, or Tribunal [here](#).

[Who are the Crown Court providers in each region?](#) Please see page 7 of the Request a court or tribunal transcript – guidance note (EX107GN) ([please click here](#)) issued by HMCTS.

[I am having issues downloading the EX107 form. What should I do?](#) If you are experiencing issues downloading or viewing and downloading the [EX107 form](#), please make sure you are using the latest version of Adobe Acrobat Reader DC. If you don't have the latest version, you can download this from the [Adobe website](#).

[What is a Transcript at Public Expense?](#) In certain circumstances, a Judge or Master may make an order that the cost of a transcript be paid for by the Court – ie, at public expense. Your transcript request will be dealt with more speedily if you provide a copy of the Judge's order with the EX107 form.

[How do I get a copy of an existing transcript?](#) When we receive your EX107 form you will be provided with an estimate for the cost of the transcript (in some cases a smaller transcript may be sent to you free of charge), with a copy fee being based on the number of pages rather than the number of words.

[What delivery turnarounds are available?](#) When ordering, you are required to state the delivery turnaround you require.

Turnaround time commences from when we receive both the deposit (for non-Account Customers) and suitable audio. The delivery turnaround times for Crown Court proceedings heard within the South East jurisdiction are:

- 1 Overnight (24 hours)*
- 2 Within 2 working days*
- 3 Within 3 working days*
- 4 Within 7 working days*
- 5 Within 12 working days*

Please note that, except for audio recordings in open court in the Crown Court, there will be a "lead time" of up to 10 working days for the Court staff to locate and send the audio recording. Courts will always try, where possible, to accommodate requests of an urgent nature.

The delivery turnaround times for Civil, Family and Tribunal matters held in His Majesty's Courts in England and Wales, are:

- 1 Within 2 working days*
- 2 Within 12 working days*

There the different costs for different service levels.

*Conditions apply.

[What can impact the delivery time/date of my transcript?](#) Turnaround time commences when we receive both the deposit or, for account customers, the go ahead, and suitable audio. Following receipt of deposit/go ahead the audio is checked and if any issues are identified a resolution is sought with the court, which can impact delivery time.

Please note, the court is required to approve some transcripts (and all Judgments) before they can be released to you. The time taken for this approvals process is beyond our control and solely at the discretion of the Court/Judge.

[Can I get a transcript if my hearing was held by telephone or online?](#) When completing your EX107 form you should indicate that your hearing was held by telephone or online and, if known, please indicate the name of the telephone service provider/platform and the billing number.

[How much will my Crown Court transcript cost?](#) Please [click here](#) and look under item 5

[How much will my Civil, Family or Tribunal transcript cost?](#) Please [click here](#) and look under item 5

[What is a Reporting Restriction?](#) A Reporting Restriction is an order made by a Judge/Master prohibiting publication of certain case details. If a Reporting Restriction is known, details of any Reporting Restrictions (eg, date of order; name of judge; contents of the restriction) must be noted on the EX107 form when requesting a transcript.

Please note, the court is required to approve some transcripts (and all Judgments) before they can be released to you. The time taken for this approvals process is beyond our control and solely at the discretion of the Court/Judge.

[How can I track the progress of my order?](#) To track the progress of your order, please email eScribers' Client Services at uk.clientservices@escribers.net. If you do not have access to email, please call us on +44 (0) 3301 005223

Please note, the court is required to approve some transcripts (and all Judgments) before they can be released to you. The time taken for this approvals process is beyond our control and solely at the discretion of the court/judge.

[How can I access a Judgment of the Court of Appeal Civil Jurisdiction?](#) Appeal Judgments are usually available free of charge online at www.bailii.org

[How can I access a Judgment of the Court of Appeal Criminal Division and Administrative Court transcript?](#) Sorry, eScribers does not provide Court of Appeal Criminal Division and Administrative Court Judgments. Please see page 6 of the Request a court or tribunal transcript – guidance note (EX107GN) ([please click here](#)) issued by HMCTS for details of who can assist with this.

[How do I lodge a complaint about eScribers' service?](#) eScribers is committed to providing the highest level of service and client satisfaction as is within its power so to do.

However, in the event that you wish to make a complaint about the service you have received, please email us, detailing the nature of your complaint, at uk.clientservices@escribers.net or write to us at:

Ludgate House 107-111 Fleet Street London EC4A 2AB
and one of our team will investigate and provide feedback.

If you are not happy with our response you may refer your complaint, along with our response, to the Ministry of Justice, whose details can be found at www.gov.uk.

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