

Divorce Agent Training

Divorce Multiple Touchpoint Service - Contact Centre Agent Training Guide

04/04/2025

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01

Introduction to Divorce

What you need to
know



What is the divorce process?

Definition of divorce

Divorce is the legal process of ending a marriage.



HM Courts &
Tribunals Service

If a person wants to legally end their marriage, they must apply for a divorce.

You don't need to give a reason to get a divorce - this is sometimes called 'no fault' divorce.

Couples can only get a divorce after they've been married for at least 1 year. In general, if it's been under 1 year, they have the

option to legally "separate" from their spouse and then apply to divorce once a year has passed.

The types of application We Are Digital do not currently support are:

- ending a civil partnership (*there is both an online form and paper form option for a "dissolution"*)
- marriage separation (*this is a paper form*)

Joint and Sole Applications

The key differences



HM Courts &
Tribunals Service

Married couples only need to make one application between them. They can send an application from:

- both of them together - called a joint application
- just one spouse - called a sole application

In a joint application, if one person stops responding, the

other can continue with an application as a sole applicant.

In a joint application, where help to pay fees is needed, both parties have to apply for “Help With Fees”.

If one spouse does not apply, or isn’t eligible, then the other will either have to pay the full fee or switch to a sole application to get the support.

Changes to fees which will come into force on 08 April 2025 – increasing from £593 to £612

What does this mean for you?

- If a valid process is received before 08 April 2025 in a fit state to issue, then the old fee will apply even if it is actioned after the fee increase.
- A lot of payments are taken by the digital end to end processing. This reduces the occurrence of having collected the incorrect fee amount and thereby a need for refunds.
- Any process date stamped as received on or after 00:00 hours 08 April 2025 will be dealt with under the new fee order.
- Any process received prior to the new fee order but returned because there was an error and then subsequently resubmitted after 08 April 2025, will attract the new fee.

02

Divorce Service User Vulnerabilities

And how to respond



Potential service user vulnerabilities

Life-changing and stressful

Users are often mourning the loss of their relationship and reassessing their lives and futures. Even amicable divorces are likely to involve **negotiating childcare, home ownership, or finances**. This can be an extremely difficult and emotionally charged situation and it is likely to manifest in different ways for different people. It is a time of loss, stress, change and adjustment.

Users may begin the process feeling **angry, upset, stressed and overwhelmed** if their experience has already been negative. An example of a person at particular risk would be if their spouse has been aggressive or controlling. In these instances, help is available (see signposting information in the Service Overview Training Guide). Remind any user who seems under pressure from their spouse, that they don't have to agree to anything important about finances or the children without getting legal advice first, or if they cannot afford that, direct them to [Advicenow's free legal information on divorce, finances and child arrangements](#).

Potential service user vulnerabilities

Finances

The application for divorce itself has a cost, and solicitors can cost hundreds, or thousands, of pounds depending on the complexity of the situation.

This can be worrying for anyone, but if a user has existing **money worries**, then getting a divorce will add to them. Working out how to create two new households from one will add financial pressures for both the user and their spouse.

The divorce service doesn't help users sort out their finances or automatically end all financial ties and responsibilities to their spouse. Users may benefit from seeking legal advice on this, or from reviewing [Advicenow's free legal information](#).

Potential service user vulnerabilities

Conflict

If a user's spouse disagrees on money or childcare issues, they will need to try mediation and may have to go to court for the judge to decide for them, if they cannot negotiate between themselves.

Going to court can be daunting for many people and it can get very expensive and hostile. This could result in users presenting with **low confidence, anxiety or low mood**.

Potential service user vulnerabilities

Domestic Abuse

Many relationships that are unhappy feature an imbalance of power between the couple. This can amount to domestic abuse. It is often hard for the person in the relationship to see that it is abusive. There are many different forms of domestic abuse, from emotional, to physical, to financial.

If you have concerns about anything a user tells you which suggests that they are in an abusive situation, then you need to **raise a safeguarding concern** through your normal processes.

If a user is clearly in a domestic violence situation, then it would also be helpful to flag the possibility of [legal aid](#) to them if they are on a low income.

Potential service user vulnerabilities

Delays

Users are likely to want to finalise their divorce as quickly as possible, so are more likely to show **impatience or concern if there are delays**, or if they perceive that something has prevented their case from progressing unnecessarily. The length of time it takes is likely to increase any stress already felt due to the relationship breakdown.

Divorce proceedings now take around 7 months, even if circumstances are straightforward.

Potential service user vulnerabilities

Frustration

We know that users seeking support through We Are Group may struggle with different parts of the online journey, and it may be helpful for some users to know why it is a good option for them to use it, as there are some key benefits of using 'Apply for a divorce' online:

- It has been designed for **people applying for a divorce themselves**, rather than for lawyers.
- The online service will be **faster** for the user **than the paper service**.
- At regular intervals, users can click on a link called 'Contact us for more help' which takes them to **webchat and helpline** details.
- The user can log on at any time to **check the progress of their case** and **find related information** via GOV.UK pages.

How to respond

Make sure you

- Are patient
- Listen carefully
- Show compassion
- Recognise distress
- Refer and signpost appropriately

Tips

- It's normal for people to feel sad, angry, exhausted and confused when they are getting divorced, and these feelings can be intense. They also may be anxious about the future. These feelings may affect how users interact with you.
- We can't give users suggestions on what they should do, but we can explain and give information of options so they can make an informed choice.
- Remember that CTSC may be the right place for some enquiries.

Preparing users for booked appointments

What to remember

If you are booking a user on for an appointment with a network partner, remind the user of what they may need for the supported session.

This will vary depending on the service and the help needed, but it could include:

- Identification
- Documents, such as a marriage certificate and/or translation
- Paperwork about their finances for Help with Fees application
- Debit or Credit card to pay the court fee.

Any questions?



03

Supporting Divorce Short Tasks

When you can offer
direct support





Joint and Sole Applications

How to use the Guidance Pack



Joint

This icon indicates when the guidance is relevant only to joint applicants.



Sole

This icon indicates when the guidance is relevant only to sole applicants.



Both

This icon indicates when the guidance is relevant to both joint and sole applicants.

JointSole

The **short tasks for joint and sole applications are very similar** in terms of the names of the tasks, and the majority of next steps are very similar too.

Because however there are some **differences in the wording** of the email notifications and the updates on the portal, and because **the action required is sometimes different** too, **the pack covers joint and sole short tasks separately.**

This is to avoid any confusion, and to make it easier for agents to follow the correct guidance.

Short Tasks – Quick Links

All Applications:

- [Supporting Sign In](#)
- [Reading Notifications](#)
- [Viewing Documents](#)
- [Resetting Passwords](#)

Both

Joint

Joint Applications:

- [Confirm Receipt of Notice of Proceedings](#)
- [Apply for a Conditional Order](#)
- [No response](#)
- [Conditional Order Application Accepted](#)
- [View Conditional Order](#)
- [Apply for a Final Order](#)
- [Final Order Granted](#)
- [Switch to Sole Application](#)

Short Tasks – Quick Links

Sole

Sole Applications:

- [Notice of Proceedings \(Issued\)](#)
- [Apply for a Conditional Order](#)
- [No Response](#)
- [Respondent Rejected](#)
- [Conditional Order Applied For](#)
- [Conditional Order Application Accepted](#)
- [View Conditional Order](#)
- [Apply for Final Order](#)
- [Conditional Order Granted \(Respondent\)](#)
- [Apply for Final Order \(3 months no response\)](#)
- [Final Order Applied for \(Respondent\)](#)
- [Final Order Granted \(Respondent\)](#)

Supporting Sign In

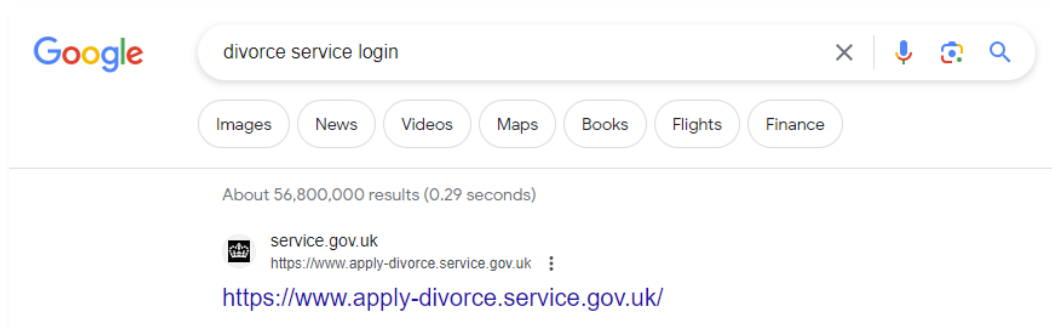
Both

How to help users to sign in to the online portal.

If a user doesn't know where to go to sign into the service, or if they are wary of clicking links in emails, you can direct them to type the words

“divorce service login”

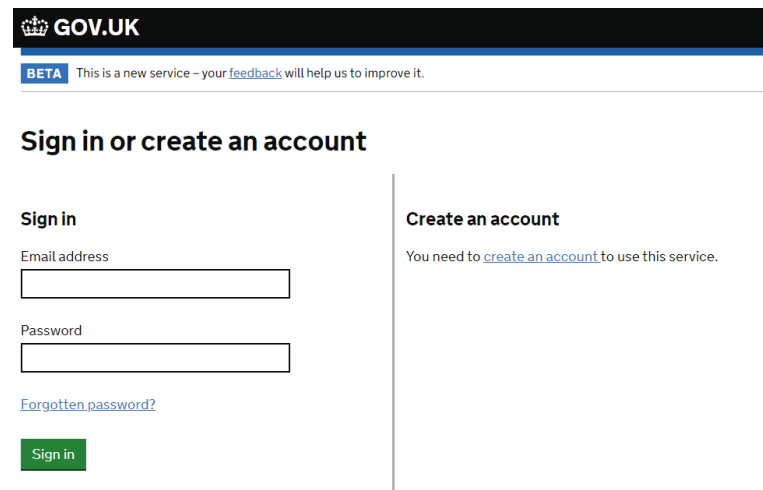
into a search engine,
this should generate the link
to click as shown:



All users, including applicants, respondents, joint applicants and sole applicants will see the same sign in screen.

Email and password are the sole credentials with which users can sign in to the portal for divorce.

Other services may allow users to sign in with a claim number for example, but there is no identifying number or code associated with a divorce application.



The screenshot shows the GOV.UK sign in or create an account screen. At the top, there is a black header with the GOV.UK logo. Below this is a blue banner with the word "BETA" and the text "This is a new service – your [feedback](#) will help us to improve it." The main heading is "Sign in or create an account". The screen is divided into two columns. The left column is titled "Sign in" and contains fields for "Email address" and "Password", a link for "[Forgotten password?](#)", and a green "Sign in" button. The right column is titled "Create an account" and contains the text "You need to [create an account](#) to use this service."

Notifications

Both

Supporting users to view
notifications and determine their
next steps

Notifications are normally updates telling a claimant about progress on their divorce. These often require the claimant to take additional action on their portal.

In most cases these are small tasks, such as confirming receipt of something or viewing or downloading a document.

In other cases, a user should be booked for support at a centre **if the notification prompts them** to take additional action on the portal, such as the one shown here:



Notifications that **do not** require further action include:

- Receipt of notice of proceedings
- Acceptance of a 'conditional order' application (shown here)
- Pronouncement of a 'conditional order'

Note:

If the user is struggling to navigate the portal with your support over the phone and may need more in-depth support, you can offer an appointment with a network partner.



Case number: 107643456

Dear Jo Bloggs,

Your application for a 'conditional order' has been accepted. The court agrees that you are entitled to [get divorced. / end your civil partnership.]

What happens next

A judge will 'pronounce' (read out) your conditional order at a hearing. The hearing will take place at [court name] on [date of hearing] at [time of hearing].

You do not need to come to the hearing, unless you want to object. You must contact the court by [date + x days] if you want to attend.

[Your [husband / wife / civil partner] has also been sent this notification.]

Divorce Service

As just shown, **users will be sent an email** when something has happened in relation to their application, they can find out more about this by clicking the link to access the **online portal**.

Sometimes, early in the process, the other party will have acted and there is an update for the user to read before they are prompted to fill in another form.

That other form would be a long task, but **reading the update first would be a short task**.

Viewing these updates is normally straightforward once the user is signed into the portal.

Some notifications may require signposting to CTSC for **specific guidance or technical support**, e.g., if there is a technical issue with the application

Viewing Documents

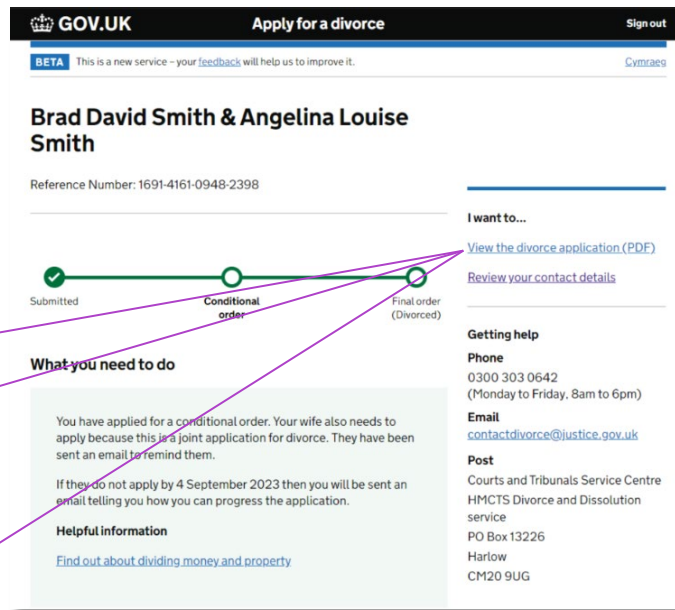
Both

Supporting users to view
documents in the portal

Viewing documents is usually straightforward once the user is signed into the portal.

All of the user's previously submitted documents, as well as the documents submitted by the other party, will be available to view within the portal.

The option to view the document will usually be described in [blue underlined text](#).



GOV.UK Apply for a divorce **Sign out**

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

Brad David Smith & Angelina Louise Smith

Reference Number: 1691-4161-0948-2398

I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

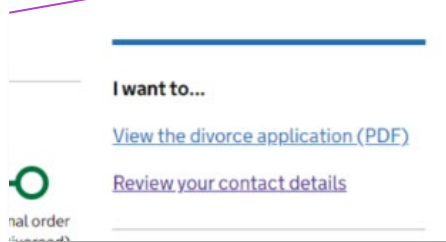
What you need to do

You have applied for a conditional order. Your wife also needs to apply because this is a joint application for divorce. They have been sent an email to remind them.

If they do not apply by 4 September 2023 then you will be sent an email telling you how you can progress the application.

Helpful information

[Find out about dividing money and property](#)



I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Resetting Passwords

Both

Supporting users to reset their password to gain access to the portal

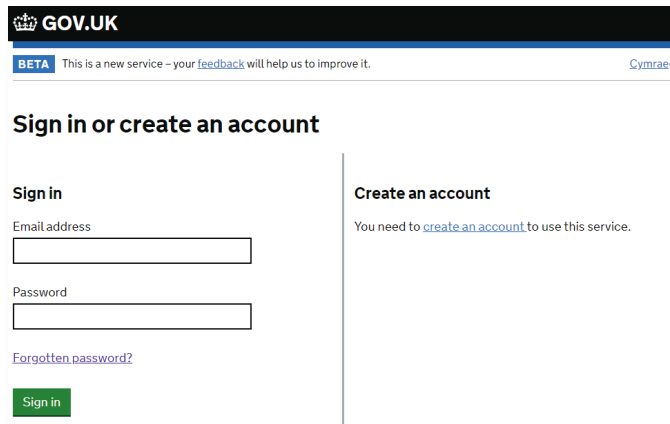
Resetting Passwords

Both

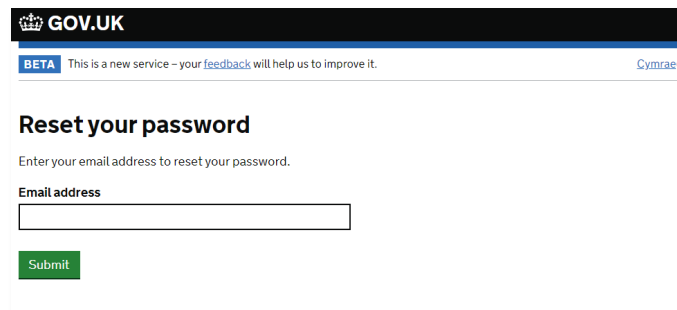
If a user has forgotten their password and needs to reset it, there are some simple steps they can take.

The guidance for this is contained in the “Password Reset Flow” document, and in the addendum at the end of the Service Overview Training Guide.

You can access the Password Reset document [here](#).



The screenshot shows the GOV.UK sign-in page. At the top, there's a black header with the GOV.UK logo. Below it, a blue banner says "BETA This is a new service – your [feedback](#) will help us to improve it." and "Cymraeg" is on the right. The main heading is "Sign in or create an account". On the left, under "Sign in", there are input fields for "Email address" and "Password", a link for "Forgotten password?", and a green "Sign in" button. On the right, under "Create an account", there's a message: "You need to [create an account](#) to use this service."



The screenshot shows the GOV.UK password reset page. At the top, there's a black header with the GOV.UK logo. Below it, a blue banner says "BETA This is a new service – your [feedback](#) will help us to improve it." and "Cymraeg" is on the right. The main heading is "Reset your password". Below the heading, it says "Enter your email address to reset your password." There is an input field for "Email address" and a green "Submit" button.

Confirm Receipt of Notice of Proceedings

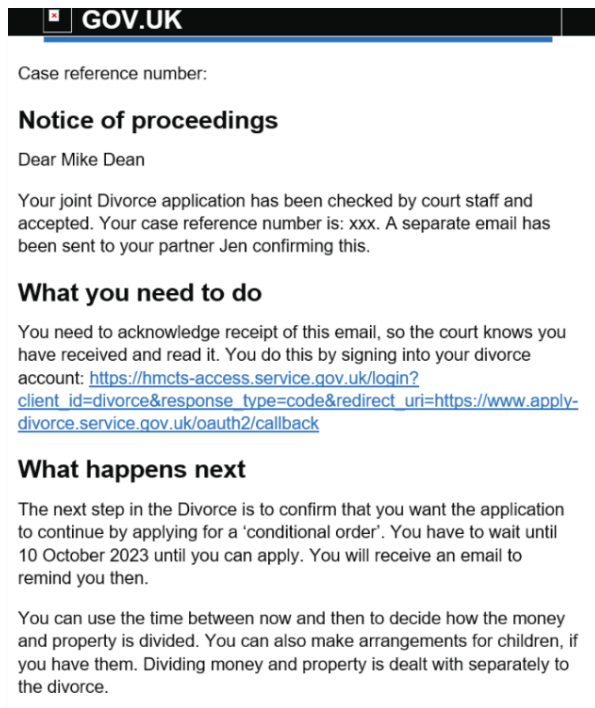
Joint

Supporting users to confirm that they have received their application for divorce by email.

Confirm Receipt of Notice of Proceedings

When a user receives this notification, it is because they have been sent a copy of their divorce application by email and they need to confirm that they have received it.

Joint



Confirm Receipt of Notice of Proceedings

Joint



This is a simple one-step process where they are required to press “**Confirm receipt**”.

You should **check that the user has been able to open and read the email with their application in it and is happy to continue** before they press the green button.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

Brad David Smith & Angelina Louise Smith

Reference Number: 1691-4161-0948-2398

I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

What you need to do

Your application for divorce has been submitted and checked by court staff. It has been sent to you and your wife by email.

You should confirm that you have received your application for divorce.

Confirm receipt

Helpful information

[Find out about dividing money and property](#)

Confirm Receipt of Notice of Proceedings

Joint



They will then be shown a confirmation screen, which tells them that there will now be a **20 week wait** before they can apply for a “conditional order”.

They will be sent an email reminder by HMCTS closer to the time to alert them that they will be able to make the next application.

They do not have to take any further action at this stage, however there is some useful guidance we can also provide (continued)..

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your feedback will help us to improve it. Cymraeg

Brad David Smith & Angelina Louise Smith

Reference Number: 1691-4161-0948-2398

I want to...

- [View the divorce application \(PDF\)](#)
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Harlow
CM20 9UG

What you need to do

You have confirmed receipt of the divorce application. Your wife should also confirm receipt, if they have not already done so.

The next step is to apply for a 'conditional order'. A conditional order is a document that says the court does not see any reason why you cannot get a divorce.

You can apply for a conditional order on 26 December 2023. This is because you have to wait until 20 weeks from when the divorce application was issued. You will receive an email to remind you.

Helpful information

[Find out about dividing money and property](#)

Whilst the legal process is underway, it is important the user understands that they also need to start thinking about how to reach an agreement with their spouse on the division of any property, other capital like savings, pensions, and debts and income or maintenance, now. This is not an automatic part of the divorce process.

For some it may feel too soon, but the process is a slow one and it takes time to gather all the necessary documentation to enable productive conversations with their spouse, or via mediation or solicitors.

If the user can afford it, getting early legal advice is invaluable. A useful starting place to signpost users to is Advicenow's "[A survival guide to sorting out finances when you get divorced](#)".

They can search the keywords "advicenow sort finance divorce" for the link above in the search results.

It is important to flag to the user that a final divorce order does not, by itself, legally end the separated couple's financial ties.

A separate agreement not to make claims against each other in the future would be what they would need in order to do this.

Even users with very little in the way of things of value, or 'assets', should understand that it is still important to consider getting such an agreement. To be legally binding it must be approved by the court and made into an order – known as a '**consent order**'.

If there is any suggestion that the user is in a disadvantaged position or being controlled by their spouse, then they need to be reminded of the importance of getting legal advice before agreeing anything important in relation to finances.

Apply for a Conditional Order

Joint

After waiting 20 weeks, the user can be supported to apply for a conditional order

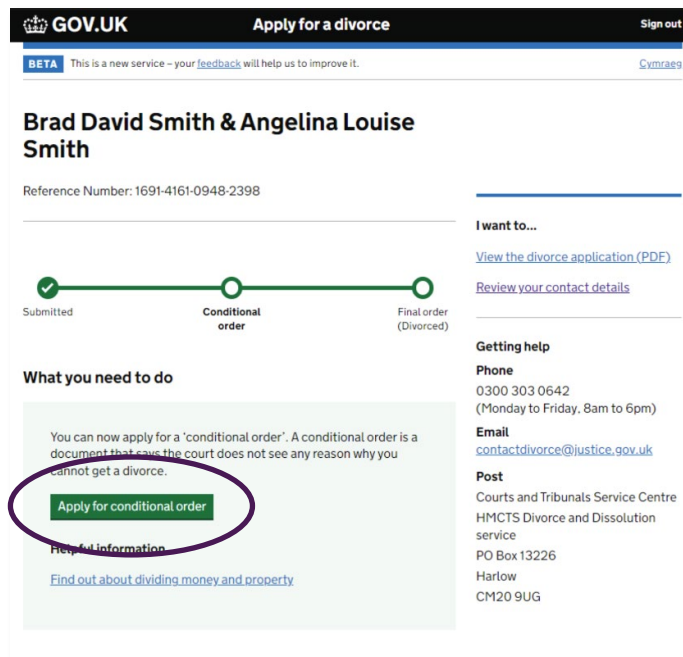
Apply for a Conditional Order

Joint

When a user receives this notification, it is because 20 weeks have passed since they submitted their initial application to divorce.

Now they can move on to the next stage in the divorce process and **“Apply for a conditional order”**.

You can walk the user through the next few screens. Remember that if they need additional help at any point, you can offer an appointment with a network partner.



GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cyma9](#)

Brad David Smith & Angelina Louise Smith

Reference Number: 1691-4161-0948-2398

I want to...

- [View the divorce application \(PDF\)](#)
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Getting help

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PO Box 13226
Harlow
CM20 9UG

What you need to do

You can now apply for a 'conditional order'. A conditional order is a document that says the court does not see any reason why you cannot get a divorce.

[Apply for conditional order](#)

Helpful information

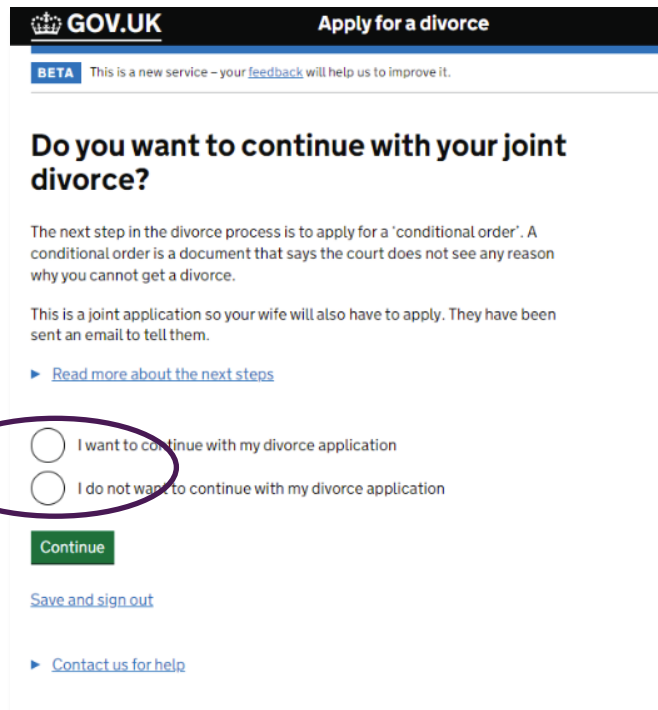
[Find out about dividing money and property](#)

Apply for a Conditional Order

Joint

The user needs to choose whether to continue with the divorce process or not.

Check that the user is satisfied that they understand the process and that they wish to continue before they select an option and press the green button.



 **GOV.UK** **Apply for a divorce**

BETA This is a new service – your [feedback](#) will help us to improve it.

Do you want to continue with your joint divorce?

The next step in the divorce process is to apply for a 'conditional order'. A conditional order is a document that says the court does not see any reason why you cannot get a divorce.

This is a joint application so your wife will also have to apply. They have been sent an email to tell them.

► [Read more about the next steps](#)

☒ I want to continue with my divorce application

☐ I do not want to continue with my divorce application

Continue

[Save and sign out](#)

► [Contact us for help](#)

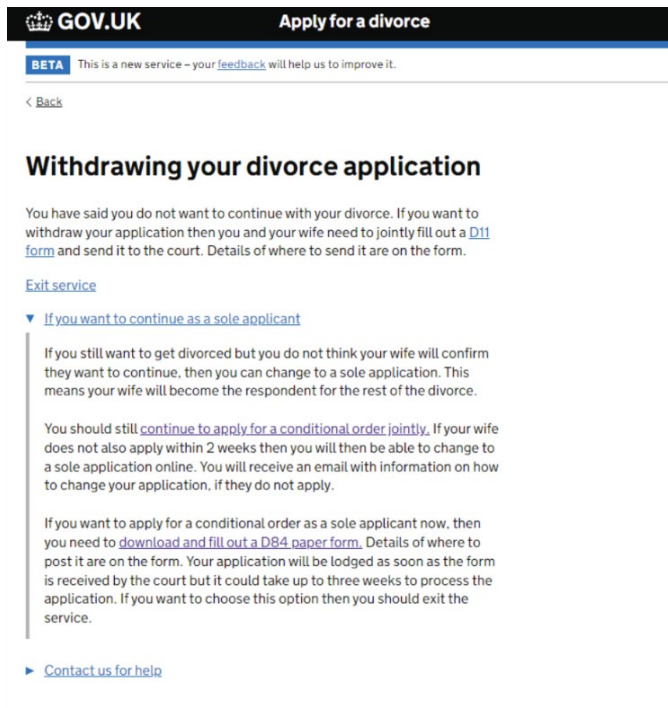
Apply for a Conditional Order

Joint

If they choose **not to continue** with their divorce application at this point, they will automatically be asked to fill out a paper form. Their spouse will need to fill in the same form too.

This form is available to print online, or the user can call CTSC to request one.

If the user doesn't think their spouse still wants to apply together for a divorce, the user will need to change to a sole application. The user needs to continue to apply jointly and wait for two weeks before requesting to change.



GOV.UK Apply for a divorce

BETA This is a new service – your [feedback](#) will help us to improve it.

[< Back](#)

Withdrawing your divorce application

You have said you do not want to continue with your divorce. If you want to withdraw your application then you and your wife need to jointly fill out a [D11 form](#) and send it to the court. Details of where to send it are on the form.

[Exit service](#)

▼ [If you want to continue as a sole applicant](#)

If you still want to get divorced but you do not think your wife will confirm they want to continue, then you can change to a sole application. This means your wife will become the respondent for the rest of the divorce.

You should still [continue to apply for a conditional order jointly](#). If your wife does not also apply within 2 weeks then you will then be able to change to a sole application online. You will receive an email with information on how to change your application, if they do not apply.

If you want to apply for a conditional order as a sole applicant now, then you need to [download and fill out a D84 paper form](#). Details of where to post it are on the form. Your application will be lodged as soon as the form is received by the court but it could take up to three weeks to process the application. If you want to choose this option then you should exit the service.

► [Contact us for help](#)

Apply for a Conditional Order

Joint

If they choose **to continue** with their divorce application at this point, they will be asked to review the application and statements made.

They need to check that everything is correct. Contact details can be updated for free in the portal at any time.

If they need to change information **other than their contact details**, then they will need to detail the change in the text box and pay a fee of £95. To do so they would need to contact CTSC.

GOV.UK Apply for a divorce Sign out

BETA This is a new service - your [feedback](#) will help us to improve it. [Contact us](#)

[< Back](#)

Review your joint divorce application

Read your joint application for divorce and confirm correct.

Joint divorce application

Brad Smith and Angelina Smith are applying to the court for an order of divorce in this case

Applicant 1 is also applying to the court to make a financial order

Issued

7 August 2023

Case reference number

Is the information in this application still correct?

☐ Yes

☒ No

Changing your contact details

You can update your email address, phone number and postal address in the ['contact details' section of your divorce account](#). There is no cost for this.

Changing any other information

If you want to change any other information then you should provide details below. You may need to pay a £95 fee. This is because the application will need to be updated and sent to your wife again.

Provide details of any other information that needs updating. Do not tell the court about updates to contact details here.

[Continue](#)

[Save and sign out](#)

[Contact us for help](#)

Apply for a Conditional Order

Joint



The next screen asks the user to confirm their previous answers.

It is important to explain to the user that by ticking this box they are making a statement of truth to the court. This means they are saying all the details given are true and accurate as far as they know. Remind them that if they make a false statement of truth, they can be found guilty of 'contempt of court'. The punishment for this offence can be a fine, or time in prison, or both.

Check that the user is happy to proceed before they press "**Submit**". This is a legal statement and therefore should be taken seriously.

The screenshot shows the 'Check your answers' page for applying for a divorce on GOV.UK. The page includes a header with the GOV.UK logo, the title 'Apply for a divorce', and a 'Sign out' link. A 'BETA' banner indicates it's a new service. The main heading is 'Check your answers'. There are two confirmation questions: 'Do you want to continue with your joint divorce?' and 'Is the information in this application still correct?', both with 'Yes' answers and 'Change' links. A checked box confirms the user believes the facts are true. Below this, a warning icon and text state that proceedings for contempt of court may be brought against anyone who makes a false statement verified by a statement of truth without an honest belief in its truth. The 'Submit' button is highlighted with a purple circle. At the bottom, there are links for 'Save and sign out' and 'Contact us for help'.

Apply for a Conditional Order

Joint



The final screen informs the user that their application for a conditional order has been made.

The user will be sent confirmation of this by email.

If they are the first in their couple to apply, their spouse is now required to complete the same process online and is sent an email reminder to do so.

If they have both now completed the application, their application will be checked and sent to a judge.

What you need to do

You have applied for a conditional order. Your wife also needs to apply because this is a joint application for divorce. They have been sent an email to remind them.

If they do not apply by 4 September 2023 then you will be sent an email telling you how you can progress the application.

Helpful information

[Find out about dividing money and property](#)

What you need to do

You and your husband have applied for a 'conditional order'.

The court will check your application and send it to a judge. If the judge agrees that you should get a divorce, then they will grant your entitlement to a conditional order and then 'pronounce' it in court. You will receive an email by 4 September 2023 after your application has been checked. This will have the time, date and court your conditional order will be pronounced.

Helpful information

[Find out about dividing money and property](#)

No Response

Joint

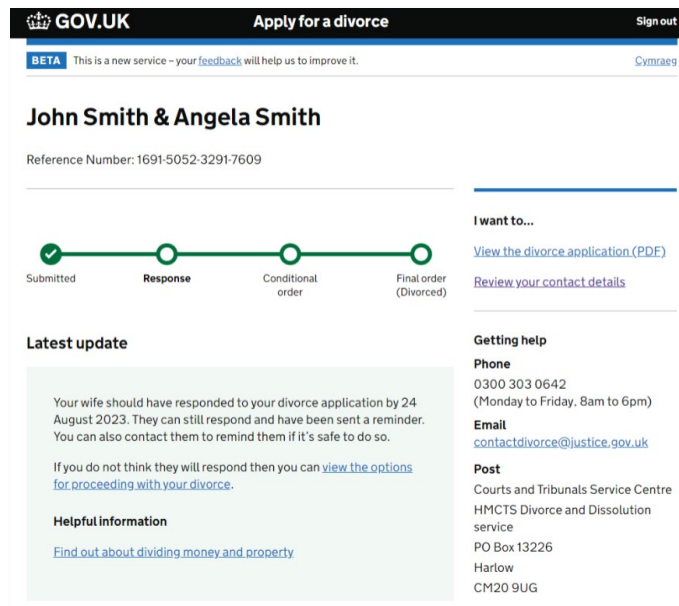
Supporting users to understand what to do if their spouse does not respond to the application

No Response

When a user receives this notification, it is because their spouse hasn't replied to their application for divorce.

It is not their spouse's final chance to respond, so the user can wait if they think their spouse will pick it up. They can also contact them if they wish, to remind them directly. A reminder will also have been sent by HMCTS.

Joint



GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. Cymraeg

John Smith & Angela Smith

Reference Number: 1691-5052-3291-7609

Progress:

- Submitted
- Response**
- Conditional order
- Final order (Divorced)

I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Latest update

Your wife should have responded to your divorce application by 24 August 2023. They can still respond and have been sent a reminder. You can also contact them to remind them if it's safe to do so.

If you do not think they will respond then you can [view the options for proceeding with your divorce](#).

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

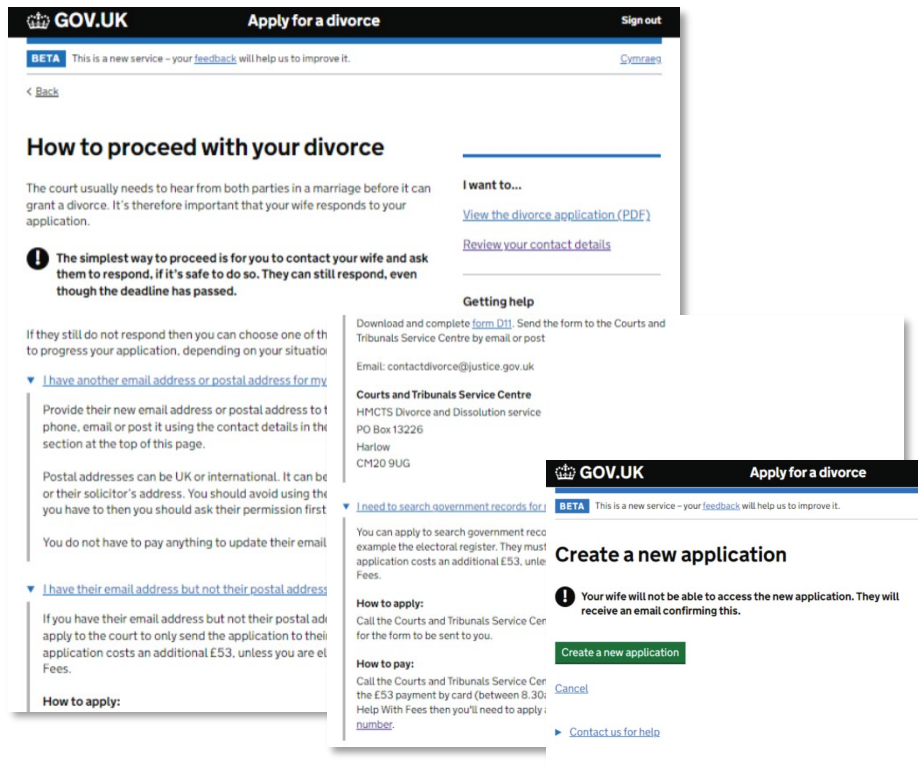
Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

No response

If the user doesn't think their spouse will respond and doesn't want to wait, have the option to switch to a sole application.

A partner booking should be made to create a new application, see the '[Switch to Sole Application](#)' guidance.

Joint



GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

[Back](#)

How to proceed with your divorce

The court usually needs to hear from both parties in a marriage before it can grant a divorce. It's therefore important that your wife responds to your application.

! The simplest way to proceed is for you to contact your wife and ask them to respond, if it's safe to do so. They can still respond, even though the deadline has passed.

If they still do not respond then you can choose one of the following options to progress your application, depending on your situation:

- [I have another email address or postal address for my spouse](#)
Provide their new email address or postal address to the court by phone, email or post it using the contact details in this section at the top of this page.
Postal addresses can be UK or international. It can be your solicitor's address. You should avoid using the address of your spouse. You should ask their permission first.
You do not have to pay anything to update their email address.
- [I need to search government records for my spouse](#)
You can apply to search government records, for example the electoral register. They must apply for an additional £53, unless you are exempt.
How to apply:
Call the Courts and Tribunals Service Centre for the form to be sent to you.
How to pay:
Call the Courts and Tribunals Service Centre for the £53 payment by card (between 8.30 and 5.30). Help With Fees then you'll need to apply for a fee waiver.
- [I have their email address but not their postal address](#)
If you have their email address but not their postal address, you can apply to the court to only send the application to their email address. This costs an additional £53, unless you are exempt.
How to apply:
Call the Courts and Tribunals Service Centre for the form to be sent to you.

Getting help

Download and complete [form D11](#). Send the form to the Courts and Tribunals Service Centre by email or post.

Email: contactdivorce@justice.gov.uk

Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution Service
PO Box 13226
Harlow
CM20 9UG

GOV.UK Apply for a divorce

BETA This is a new service – your [feedback](#) will help us to improve it.

Create a new application

! Your wife will not be able to access the new application. They will receive an email confirming this.

[Create a new application](#)

[Cancel](#)

[Contact us for help](#)

Conditional Order Application Accepted

Joint

This notification is generated when the user's application has progressed to the next stage

Conditional Order Application Accepted

Joint



When a user receives this notification, it is because their application for a “conditional order” has been accepted.

If they wish to, they can attend court to object to the order. This would be unusual but is possible. They must inform the court of their intention; the notification should contain the court’s contact details.

In most cases, users will not object or attend court and will simply wait for confirmation that their “conditional order” has been granted.

The screenshot shows an email from GOV.UK with the subject 'Conditional Order Application Accepted'. The email is addressed to Jo Bloggs and contains the following information:

- Case number:** 107643456
- Dear Jo Bloggs,**
- Your application for a 'conditional order' has been accepted. The court agrees that you are entitled to [get divorced. / end your civil partnership.]**
- What happens next**
 - A judge will 'pronounce' your conditional order at a hearing. The hearing will take place at [court name] on [date of hearing] at [time of hearing].
 - You do not need to come to the hearing, unless you want to object. You must contact the court by [date + x days] if you want to attend.
- Divorce Service**
- Joe Bloggs & Joanne Bloggs**
 - Reference Number: EZ111456
 - A progress bar showing the stages: Application submitted, Response, Conditional order (current stage), Final order, Divorced.
 - I want to...**
 - [View the divorce application \(PDF\)](#)
 - [View the response to the divorce application \(PDF\)](#)
 - [Review your contact details](#)
 - Latest update**
 - Your application for a 'conditional order' has been accepted. The court agrees that you are entitled to get divorced.
 - A judge will 'pronounce' (read out) your conditional order at a hearing. The hearing will take place at [court name] on [date of hearing] at [time of hearing].
 - You do not need to come to the hearing, unless you want to object. You must contact the court by [date + x days] if you want to attend.
 - Helpful information**
 - [Find out about dividing money and property](#)
 - [Find out more about conditional orders](#)
 - [Find out more about final orders](#)
 - Contact us for help**
 - Ask a question or get help in your language.
 - Telephone: 0300 123 1711
 - Monday to Friday, 8:30am to 5pm
 - [Find out about call charges](#) (opens in a new window)
 - Email: contacta@justice.gov.uk
 - We aim to get back to you within 5 days.

View Conditional Order

Joint

Supporting users to view and
download their conditional order

View Conditional Order

Joint

When a user receives this notification, it is because their “conditional order” has been granted.

If they wish to, they can **view and download the order** through the portal.

They can do this by clicking on the [blue underlined text](#) as shown.

The user will now need to wait a further 6 weeks and 1 day before they can apply for the “final order”.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

Brad David Smith & Angelina Louise Smith

Reference Number: 1691-4161-0948-2398

I want to...

- [View the divorce application \(PDF\)](#)
- [View the conditional order \(PDF\)](#)
- [View the conditional order application \(PDF\)](#)
- [Review your contact details](#)

Latest update

You have been granted a 'conditional order' by the court. Your conditional order was formally pronounced (read out) by a judge at Bury St. Edmunds Regional Divorce Centre on false. Your wife has also been notified.

You are not divorced yet. You / your wife still have to apply for a final order which will end the marriage. You can apply for a final order on false. This will end your marriage.

You can [view and download your conditional order](#). This is the document that says the court does not see any reason why you cannot get divorced.

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Remind the user that they need to be thinking about how to agree their finances if they haven't already started this part of the process. If they have tried, but cannot agree things between themselves, then this is the first point in the process when they can apply to the court for the Judge's help.

A good place to start when making these decisions is [Advicenow's webpages on divorce and finances](#).

If there is any suggestion of the user being pressurised or controlled by their spouse, do remind them that it is very important to get legal advice about their position before agreeing finances or arrangements for children.

Apply for a Final Order

Joint

Supporting users to apply for a final order, the last stage in the divorce process

Apply for a Final Order

Joint



When a user receives this notification, it is because 6 weeks and a day have passed since they were granted a conditional order.

The user now has up to a year to apply for a “**final order**” to legally end their marriage.

If they are ready to do so, you can support them to make the application now. It is the last step in the divorce process, so **check that they understand what this means and are happy to continue** before proceeding.



A person's legal situation changes once the final order is made. It is near impossible to stop it from being made once the application has gone to the court, so **the user must understand the consequences for their legal rights.**

If the separated couple have not yet resolved their finances, there are good reasons to do that before applying for the final order.

This is because the final divorce or dissolution order affects their legal rights, for example:

- rights in relation to the family home
- rights in relation to pensions
- the right to bring a claim for a financial order in relation to the marriage if the other person dies after the final order is made, but before finances are agreed and approved by the court

If the user is unsure about how this could affect them, **suggest they try and get legal advice before making this decision.**

If it appears that the user is being pressurised into an agreement that they aren't happy with, remind them that they should get legal advice.

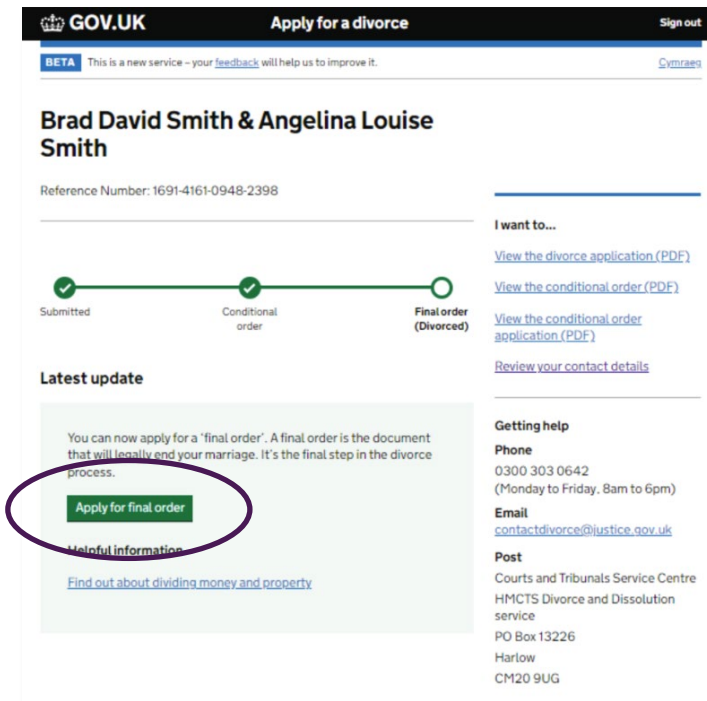
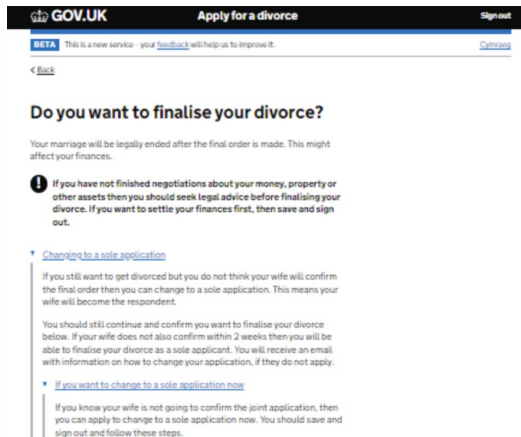
If the user decides to delay their application to finalise the finances, make sure you explain that the respondent is allowed to apply for the final order themselves, three months after the first date the user can apply.

Also, if there is a long delay in applying (a year more more), they will need to explain to the court the reasons for this.

Apply for a Final Order

Joint

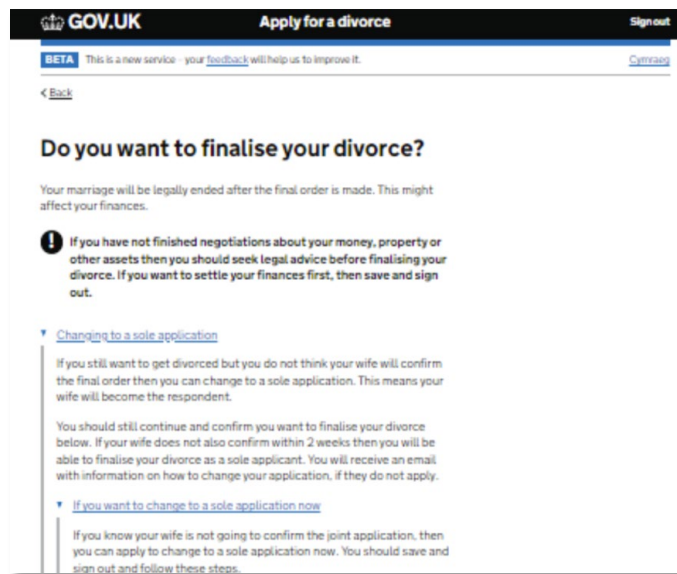
Clicking the “**Apply for final order**” button will take the user to a final screen which sets out their options and provides guidance (see below)



This is a significant decision, as it will legally end their marriage, so **it is vital that the user reads and understands this**, and the rest of the information on the page, before continuing.

Once the final order is made it cannot be un-made.

The user and their spouse will no longer be husband and wife, and this changes their rights to the family home, rights to spousal benefits in pension plans and potential rights if their ex-spouse dies after the final order is made but before finances are agreed and approved by the court.



Apply for a Final Order

Joint

If at any time they decide they need to stop and seek advice or consider their options before they submit, then they can click the blue underlined “[Save and sign out](#)” text.

If they decide to continue and to complete the process, they are asked to **tick the box** to confirm they want to take the final step and finalise the divorce, then they are required to press “**Submit**”.

following documents and evidence to the court:

- The [application for a final order](#) (as a sole applicant)
- The ‘[certificate of service](#)’ which proves that you have given notice to your wife that you are intending to apply for a final order as a sole applicant.

You can either post or email the documents and evidence to the court. Details of where to send them are on any correspondence you have received from the court.

☐ I want to finalise my divorce jointly with my wife

Submit

[Save and sign out](#)

► [Contact us for help](#)

Apply for a Final Order

Joint

The final screen informs the user that their application for a final order has been made.

The user will be sent confirmation of this by email.

If they are the first in their couple to apply, their spouse is now required to complete the same process online and is sent an email reminder to do so.

If they have both now completed the application, their application will be checked and finalised.

The screenshot shows the GOV.UK 'Apply for a divorce' page. At the top, it says 'GOV.UK Apply for a divorce' and 'Sign out'. Below this is a 'BETA' banner with the text 'This is a new service – your feedback will help us to improve it.' and a 'Cymraeg' link. The main heading is 'Brad David Smith & Angelina Louise Smith' with a reference number '1691-4161-0948-2398'. A progress bar shows three steps: 'Submitted' (checked), 'Conditional order' (checked), and 'Final order (Divorced)' (not checked). To the right, under 'I want to...', there are links to 'View the divorce application (PDF)', 'View the conditional order (PDF)', 'View the conditional order application (PDF)', and 'Review your contact details'. Below the progress bar, the 'Latest update' section states: 'You have applied for a "final order". Your wife also has to apply because this is a joint application. They have been sent an email reminder. If they do not apply by 22 August 2023 then you will be sent an email telling you how you can finalise your divorce.' To the right, under 'Getting help', it lists the phone number '0300 303 0642' (Monday to Friday, 8am to 6pm), email 'contactdivorce@justice.gov.uk', and a 'Post' section for the 'Tribunals Service Centre' for 'Divorce and Dissolution'. At the bottom, there is a 'Helpful information' section with a link to 'Find out about dividing money and property'.

Final Order Granted

Joint

Supporting users to view and
download their final order

Final Order Granted

Joint

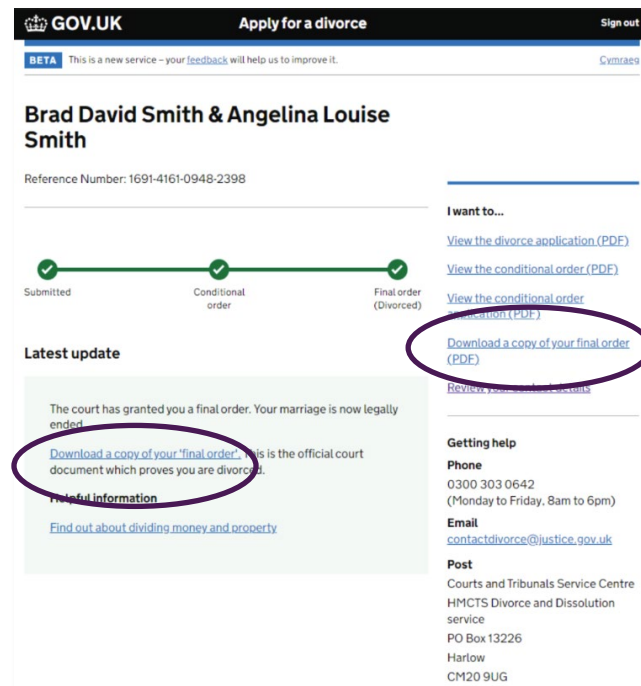


When a user receives this notification, it is because their “final order” has been granted.

If they wish to, they can **view and download the order** through the portal.

They can do this by clicking on the [blue underlined text](#) as shown.

This is the last stage in the joint applicant divorce process. The couple are now legally divorced and the marriage has formally ended.



If the user requests help at this stage as they haven't sorted out their finances, signpost them to Advicenow's "[A survival guide to sorting out your finances when you get divorced](#)" or "[How to apply for a financial order without a lawyer](#)", depending on if they are still trying to agree, or if they can't reach an agreement and need to apply to court.

If the user hasn't already updated their Will since their separation, inform them that divorce affects a Will, so that it is as though their ex-husband/wife died on the date the final order is made.

They can find more details on this in Advicenow's "[How to get a divorce or dissolution of a civil partnership without a lawyer](#)" article.

Switch to Sole Application

Joint

Supporting the user to switch from
a joint to a sole application

Switch to Sole Application

If the user wishes to change to a sole application and 2 weeks have passed since their spouse was notified either of the requirement to apply for a conditional order or a final order, then the user is able to request to switch.

If they wish to do so, the appropriate action would be to **book a partner appointment** as this will entail completing the form again.

Joint

 We Are
Group

 GOV.UK

Dear Mike Dean

Your partner has still not applied for a conditional order. They have to apply before your divorce can progress. This is because you are doing a joint application.

What you can do

The quickest way to progress your application is for your partner to apply for the conditional order. They have been emailed details of how to do this. You should contact them to remind them, if it's safe to do so.

If you do not think they will apply then you can change your application to a sole application. This will mean your partner becomes the respondent. You can change your application by signing into your HMCTS account: https://hmcts-access.service.gov.uk/login?client_id=divorce&response_type=code&redirect_uri=https://www.apply-divorce.service.gov.uk/oauth2/callback

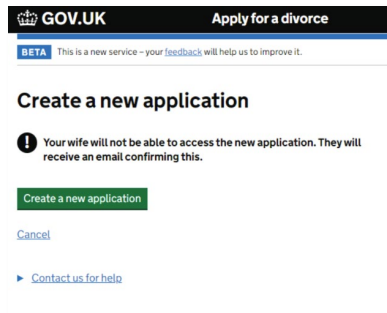
Divorce and Dissolution
HM Courts & Tribunals Service
divorcecase@justice.gov.uk
0300 303 0642 (Monday to Friday, 8am to 6pm)

Switch to Sole Application

Joint

The final screen will confirm that the application has been changed and that the user's spouse will be notified via email.

They will now be asked to begin the application process again from the start.



GOV.UK Apply for a divorce

BETA This is a new service – your [feedback](#) will help us to improve it.

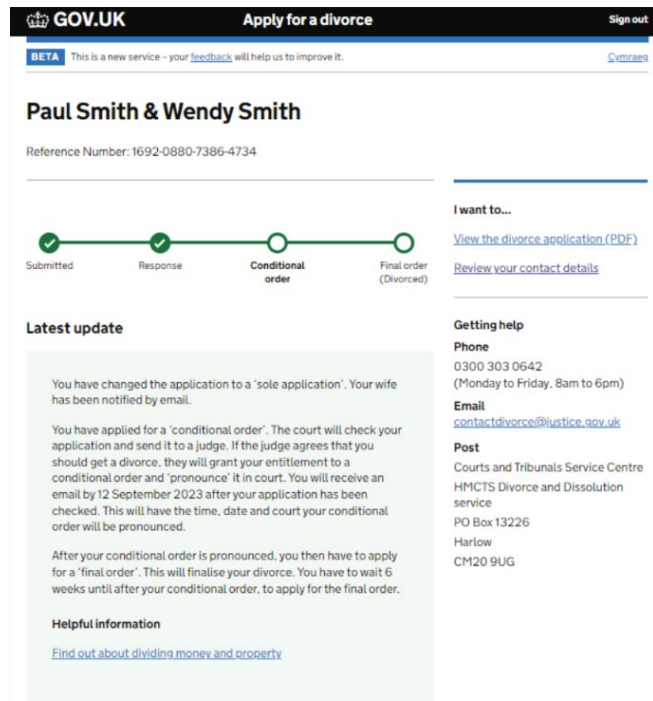
Create a new application

! Your wife will not be able to access the new application. They will receive an email confirming this.

[Create a new application](#)

[Cancel](#)

[Contact us for help](#)



GOV.UK Apply for a divorce [Sign out](#)

BETA This is a new service – your [feedback](#) will help us to improve it. [Comments](#)

Paul Smith & Wendy Smith

Reference Number: 1692-0880-7386-4734

I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Latest update

You have changed the application to a 'sole application'. Your wife has been notified by email.

You have applied for a 'conditional order'. The court will check your application and send it to a judge. If the judge agrees that you should get a divorce, they will grant your entitlement to a conditional order and 'pronounce' it in court. You will receive an email by 12 September 2023 after your application has been checked. This will have the time, date and court your conditional order will be pronounced.

After your conditional order is pronounced, you then have to apply for a 'final order'. This will finalise your divorce. You have to wait 6 weeks until after your conditional order, to apply for the final order.

Helpful information

[Find out about dividing money and property](#)

Progress: Submitted (checked), Response (checked), Conditional order (current), Final order (Divorced) (pending)

Notice of Proceedings (Divorce Issued)

Sole

Supporting users to view and
understand the notification

When a user receives this notification, it is because they have previously submitted an application for divorce which **has now been checked by court staff and sent to their spouse.**

There is **no action** for the user to take beyond viewing the latest update, this is simply to tell them about the progress of their application.

Notice of proceedings

Case number: 1234567

Dear Mike Dean,

Your has been checked by court staff and accepted. Your case reference number is: 1234567.

What happens next

Your partner Jane Dean has been sent the. They need to read the application and respond by 30/10/2023. You do not need to do anything.

You will receive a notification when they have responded. If they do not respond then you will be told what you can do next to progress the application.

You can track the progress of your here: https://hmcts-access.service.gov.uk/login?client_id=divorce&response_type=code&redirect_uri=https://www.apply-divorce.service.gov.uk/oauth2/callback

The next step in the is to apply for a 'conditional order'. You have to wait until 18/03/2024 until you can apply. You will receive a notification with details of how you can apply.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your feedback will help us to improve it. Give us your feedback

Brad Richard Smith & Angelina Louise Smith

Reference Number: 1691-1442-2298-2876

I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contact@divorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Latest update

Your application for divorce has been submitted and checked by court staff. It's been 'served' (sent) to you and your wife by email.

Your wife should respond to the divorce application by 20 August 2023.

You will be notified by email when they have responded. Or told what you can do next if they do not respond.

Helpful information

[Find out about dividing money and property](#)

Apply for a Conditional Order

Sole

After waiting 20 weeks, the user can be supported to apply for a conditional order

Apply for a Conditional Order

Sole

When a user receives this notification, it is because their spouse has responded to and accepted the divorce application, and because 20 weeks have passed since the application was then submitted.

Now the user can move on to the next stage in the divorce process and **“Apply for a conditional order”**.

You can walk the user through the next few screens. Remember that they may need additional help at any point, which might necessitate a partner booking.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

Brad Richard Smith & Angelina Louise Smith

Reference Number: 16911562-32301343

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [Review your contact details](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Submitted Response Conditional order Final order (Divorced)

Latest update

You can now apply for a 'conditional order'. A conditional order is a document that says the court does not see any reason why you cannot get a divorce.

[Read more about the next steps](#)

Apply for conditional order

Helpful information
[Find out about dividing money and property](#)

Apply for a Conditional Order

Sole

The user is asked to **read and review their spouse's response** to the application before they confirm if they wish to continue.

Check that the user is satisfied that they understand the process and that they wish to **continue** before they select an option and press the green button.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Give us your feedback](#)

Read your wife's response

You need to read your wife's response before you continue. These are the questions they were asked, including whether they want to dispute your application for divorce. It's legally known as an 'acknowledgement of service'.

Respondent
Angelina Louise Smith

Applicant
Brad Richard Smith

How the respondent wants to respond
Continue without disputing the divorce

The legal power (jurisdiction) of the courts
The respondent agrees the court has jurisdiction

Other court cases
The respondent said there were no other court cases relating to the marriage.

Statement of truth
I/We declare that the information in this response is true*

Angelina Smith

[Continue](#)

[Save and sign out](#)

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Give us your feedback](#)

[< Back](#)

Do you want to continue with your divorce?

The next step in the divorce process is to apply for a 'conditional order'. A conditional order is a document that says the court does not see any reason why you cannot get a divorce.

[Read more about the next steps](#)

You have to complete 2 more steps before you are legally divorced:

1. Apply for a conditional order
This shows that the court agrees that you're entitled to get a divorce.
2. Apply for a final order
This legally ends the marriage. You cannot apply for a final order until 6 weeks after the conditional order.

☐ I want to continue with my divorce application

☒ I do not want to continue with my divorce application

[Continue](#)

[Save and sign out](#)

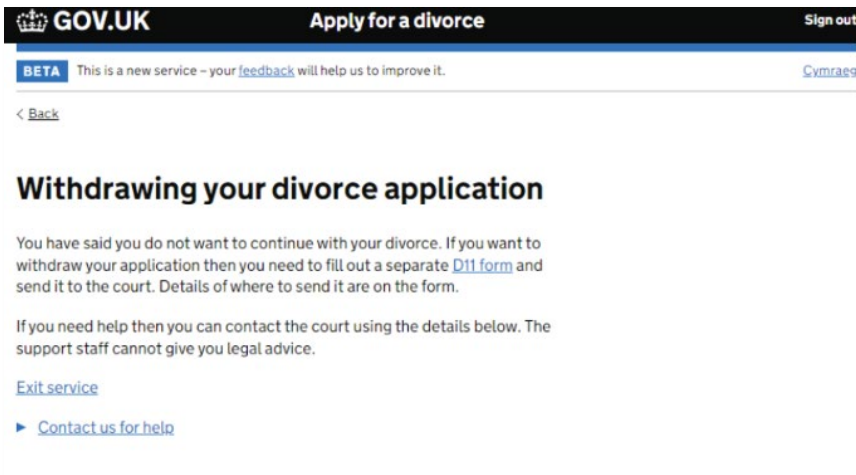
Apply for a Conditional Order

Sole



If they choose **not to continue** with their divorce application at this point, they will automatically be asked to fill out a paper form.

This form is available to print online, or the user can call CTSC to request one.



Apply for a Conditional Order

Sole

If they choose **to continue** with their divorce application at this point, they will be asked to review the application and statements made.

They need to check that everything is correct.

Contact details can be updated for free in the portal at any time.

If they need to change information **other than their contact details**, then they will need to detail the change in the text box and pay a fee of £95. To do so they would need to contact CTSC.

The screenshot shows the 'Apply for a divorce' page on GOV.UK. The main heading is 'Review your divorce application'. Below this, it asks 'Is the information in this application still correct?' with two radio button options: 'Yes' and 'No'. The 'No' option is selected and circled in red. To the left of this question, there is a sidebar with 'Divorce application' details, including 'Brad Smith is applying to the court:' and a list of reasons: 'for a final order of divorce from Angelina Smith' and 'to make a financial order'. Below this is a 'Case reference number' field. To the right of the 'No' option, there are sections for 'Changing your contact details' (allowing updates to email, phone, and address) and 'Changing any other information' (requiring a £95 fee and details of the change). At the bottom, there are buttons for 'Continue', 'Save and sign out', and a link to 'Contact us for help'.

The next screen asks the user to confirm their previous answers. Check that the user is happy to proceed before they press “**Submit**”.

This is a legal statement and therefore should be taken seriously.

The screenshot shows the GOV.UK 'Apply for a divorce' page. At the top, there's a 'Sign out' link. Below the header, a 'BETA' banner states: 'This is a new service – your [feedback](#) will help us to improve it.' The main heading is 'Check your answers'. There are two confirmation questions, each with a 'Yes' answer and a 'Change' link:

- Do you want to continue with your divorce? Yes [Change](#)
- Is the information in this application still correct? Yes [Change](#)

Below these is a checked checkbox with the text: 'I believe that the facts stated in this application are true'. A subtext explains: 'This confirms that the information you are submitting is true and accurate, to the best of your knowledge. It's known as your 'statement of truth'.' Below this is a warning icon and text: 'Proceedings for contempt of court may be brought against anyone who makes, or causes to be made, a false statement verified by a statement of truth without an honest belief in its truth.' At the bottom, the 'Submit' button is circled in purple. There is also a 'Cancel and restart' link and a 'Contact us for help' link at the very bottom.

Apply for a Conditional Order

Sole

The final screen informs the user that their application for a conditional order has been made.

The user will be sent confirmation of this by email.

Their application will now be checked and sent to a judge.

The screenshot shows the GOV.UK 'Apply for a divorce' page. At the top, it says 'GOV.UK Apply for a divorce' with a 'Sign out' link. Below this is a 'BETA' banner with the text 'This is a new service - your feedback will help us to improve it.' and a 'Feedback' link. The main heading is 'Brad Richard Smith & Angelina Louise Smith' with a reference number '16911562-3230-1343'. A progress bar shows four stages: 'Submitted' (checked), 'Response' (checked), 'Conditional order' (current stage, indicated by a circle), and 'Final order (Divorced)' (empty circle). To the right of the progress bar, under 'I want to...', are links for 'View the divorce application (PDF)', 'View the response to the divorce application (PDF)', 'View the conditional order application (PDF)', and 'Review your contact details'. Below the progress bar is a 'Latest update' section with a light green background. It contains two paragraphs of text explaining the process of applying for a conditional order and the next steps for a final order. At the bottom of this section is a 'Helpful information' link: 'Find out about dividing money and property'. On the right side of the page, under 'Getting help', are details for phone, email, and post contact.

GOV.UK Apply for a divorce [Sign out](#)

BETA This is a new service - your [feedback](#) will help us to improve it. [Feedback](#)

Brad Richard Smith & Angelina Louise Smith

Reference Number: 16911562-3230-1343

Submitted Response Conditional order Final order (Divorced)

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [View the conditional order application \(PDF\)](#)
- [Review your contact details](#)

Latest update

You have applied for a 'conditional order'. The court will check your application and send it to a judge. If the judge agrees that you should get a divorce, they will grant your entitlement to a conditional order and 'pronounce' it in court. You will receive an email by 1 September 2023 after your application has been checked. This will have the time, date and court your conditional order will be pronounced.

After your conditional order is pronounced, you then have to apply for a 'final order'. This will finalise your divorce. You have to wait 6 weeks until after your conditional order, to apply for the final order.

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

No response

Sole

Supporting users to understand
what to do if their spouse does not
respond to the application

No Response

When a user receives this notification, it is because their spouse hasn't replied to their application for divorce.

It is not their spouse's final chance to respond, so the user can wait if they think their spouse will pick it up. They can also contact them if they wish, to remind them directly. A reminder will also have been sent by HMCTS.

Sole

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. Cymraeg

John Smith & Angela Smith

Reference Number: 1691-5052-3291-7609

Progress:

- Submitted
- Response**
- Conditional order
- Final order (Divorced)

I want to...

- [View the divorce application \(PDF\)](#)
- [Review your contact details](#)

Latest update

Your wife should have responded to your divorce application by 24 August 2023. They can still respond and have been sent a reminder. You can also contact them to remind them if it's safe to do so.

If you do not think they will respond then you can [view the options for proceeding with your divorce](#).

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

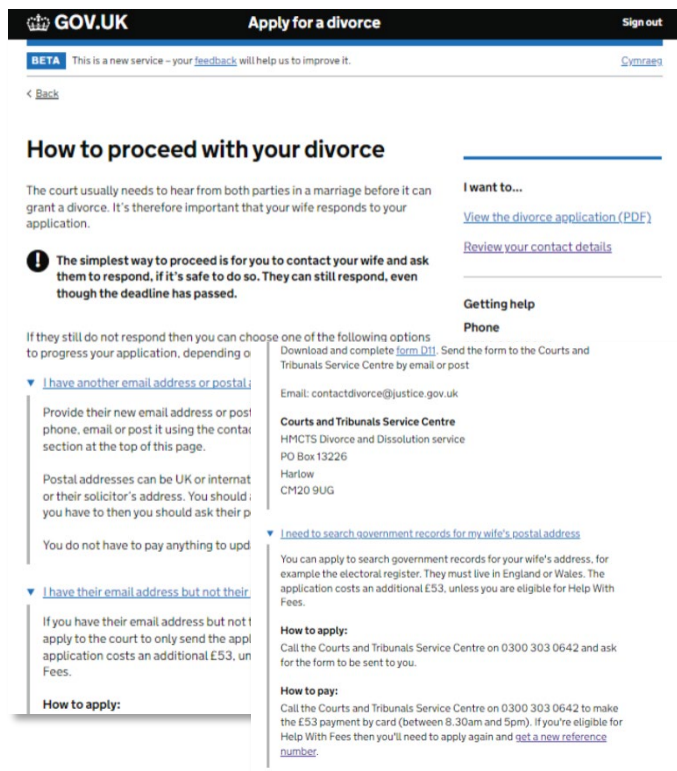
Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

No response

Sole

If the user doesn't think their spouse will respond and doesn't want to wait, they have 3 options:

1. To provide another email or postal address to the court
2. To apply to the court to only send the application to their email address. They can contact CTSC to request a form be sent to them in the post. There is a fee of £53 for this, or they can apply for Help with fees.
3. If they have neither, they will need to apply to ask the court to search government records for their spouse's address. There is a fee of £53 for this application. They do this by contacting CTSC.



GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

[Back](#)

How to proceed with your divorce

The court usually needs to hear from both parties in a marriage before it can grant a divorce. It's therefore important that your wife responds to your application.

! The simplest way to proceed is for you to contact your wife and ask them to respond, if it's safe to do so. They can still respond, even though the deadline has passed.

If they still do not respond then you can choose one of the following options to progress your application, depending on:

- [I have another email address or postal address](#)
Provide their new email address or postal address, email or post it using the contact section at the top of this page.
Postal addresses can be UK or international or their solicitor's address. You should use the one you have to then you should ask their permission.
You do not have to pay anything to update your application.
- [I need to search government records for my wife's postal address](#)
You can apply to search government records for your wife's address, for example the electoral register. They must live in England or Wales. The application costs an additional £53, unless you are eligible for Help With Fees.
How to apply:
Call the Courts and Tribunals Service Centre on 0300 303 0642 and ask for the form to be sent to you.
How to pay:
Call the Courts and Tribunals Service Centre on 0300 303 0642 to make the £53 payment by card (between 8.30am and 5pm). If you're eligible for Help With Fees then you'll need to apply again and [get a new reference number](#).
- [I have their email address but not their postal address](#)
If you have their email address but not their postal address, you can apply to the court to only send the application costs an additional £53, unless you are eligible for Help With Fees.
How to apply:
Call the Courts and Tribunals Service Centre on 0300 303 0642 and ask for the form to be sent to you.
How to pay:
Call the Courts and Tribunals Service Centre on 0300 303 0642 to make the £53 payment by card (between 8.30am and 5pm). If you're eligible for Help With Fees then you'll need to apply again and [get a new reference number](#).

Getting help

Phone

Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Email: contactdivorce@justice.gov.uk

Download and complete [form D11](#). Send the form to the Courts and Tribunals Service Centre by email or post.

Respondent Rejected

Sole

Supporting users to understand
what to do if their spouse disputes
their application

Respondent Rejected

Sole

When a user receives this notification, it is because their spouse has said they do not wish to get divorced.

The user can read their spouse's response by clicking the [blue underlined text](#). This isn't a full explanation, but a summary of the grounds for disputing the divorce.

21 days is then allowed for between the rejection and the deadline for the spouse to submit an 'answer' form to explain their reasons more fully.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Cymraeg](#)

John Smith & Angela Smith

Reference Number: 1691-5052-3291-7609

Submitted Response Conditional order Final order (Divorced)

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [Review your contact details](#)

Latest update

Your wife has responded to your application and said they want to defend the divorce. This means they want to stop and prevent the divorce. You can [read their response here](#).

What happens next

They have to submit an 'answer' to the court by 14 September 2023. This is a form which explains their reasons for defending the divorce.

If they submit the 'answer' then a judge will decide how to proceed. If they do not submit the form in time, then you will be able to proceed with the divorce application.

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Conditional Order Applied for

Sole

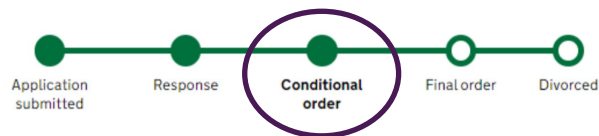
This notification is generated when the user's spouse has applied for the next stage of divorce

When a user receives this notification, it is because **their spouse has submitted an application** for a conditional order. This is the next stage in the divorce process.

The user does not need to take any action, this notification is for **information purposes only**.

The user is able to view the details of the conditional order, and to attend the hearing if they wish.

They will also be informed of the next steps including the 6 weeks and 1 day wait for the final order.



Conditional Order Application Accepted

Sale

This notification is generated when the user's application has progressed to the next stage

Conditional Order Application Accepted

Sole



When a user receives this notification, it is because their application for a “conditional order” has been accepted.

If they wish to, they can attend court to object to the order. This would be unusual but is possible. They must inform the court of their intention; the notification should contain the court’s contact details.

Users who do not object or wish attend court will simply wait for confirmation that their “conditional order” has been granted.

Case number: 107643456

Dear Jo Bloggs,

Your application for a 'conditional order' has been accepted. The court agrees that you are entitled to [get divorced. / end your civil partnership.]

What happens next

A judge will 'pronounce' (read out) hearing. The hearing will take place [hearing] at [time of hearing].

You do not need to come to the object. You must contact the court if you want to attend.

[Your [husband / wife / civil partner] notification.]

Divorce Service

Joe Bloggs & Joanne Bloggs

Reference Number: EZ111456

Latest update

Your application for a 'conditional order' has been accepted. The court agrees that you are entitled to get divorced.

A judge will 'pronounce' (read out) your conditional order at a hearing. The hearing will take place at [court name] on [date of hearing] at [time of hearing].

You do not need to come to the hearing, unless you want to object. You must contact the court by [date + x days] if you want to attend.

Helpful Information

[Find out about dividing money and property](#)

[Find out more about conditional orders](#)

[Find out more about final orders](#)

I want to...

[View the divorce application \(PDF\)](#)

[View the response to the divorce application \(PDF\)](#)

[Review your contact details](#)

Contact us for help

Ask a question or get help in your language.

Telephone
0300 123 1711

Monday to Friday, 8:30am to 5pm
[Find out about call charges](#) (opens in a new window)

Email
contact@justice.gov.uk

We aim to get back to you within 5 days.

View Conditional Order

Sole

Supporting users to view and
download their conditional order

When a user receives this notification, it is because their “conditional order” has been granted, or “pronounced”.

If they wish to, they can **view and download the order** through the portal.

They can do this by clicking on the [blue underlined text](#) as shown.

The user will now need to wait a further 6 weeks and 1 day before they can apply for the “final order”.

The screenshot shows the GOV.UK 'Apply for a divorce' portal. At the top, it says 'GOV.UK' and 'Apply for a divorce'. Below this, it says 'BETA' and 'This is a new service – your feedback will help us to improve it.' The user's name is 'Brad Richard Smith & Angelina Louise Smith' and the reference number is '1691-1562-3230-1343'. A progress bar shows four steps: 'Submitted', 'Response', 'Conditional order', and 'Final order (Divorced)'. The 'Conditional order' step is currently active. Below the progress bar, there is a 'Latest update' section with the following text: 'You have been granted a 'conditional order' by the court. Your conditional order was formally pronounced (read out) by a judge at Bury St. Edmunds Regional Divorce Centre on false. Your wife has also been notified.' Below this, there is a section that says 'You are not divorced yet. You still have to apply for a final order which will end the marriage. You can apply for a final order on false. This will end your marriage.' A link 'view and download your 'conditional order'' is circled in red. Below this, there is a section for 'Helpful information' with a link 'Find out about dividing money and property'. On the right side, there is a 'I want to...' section with links: 'View the divorce application (PDF)', 'View the response to the divorce application (PDF)', 'View the conditional order (PDF)', 'View the conditional order application (PDF)', and 'Review your contact details'. Below this is a 'Getting help' section with 'Phone' (0300 303 0642), 'Email' (contactdivorce@justice.gov.uk), and 'Post' (Courts and Tribunals Service Centre, HMCTS Divorce and Dissolution service, PO Box 13226, Harlow, CM20 9UG).

Conditional Order Granted (Respondent)

Sole

Supporting the spouse of the
applicant to view and download
their conditional order

Conditional Order Granted (Respondent)

Sole



When a user receives this notification, it is because their spouse's "conditional order" has been granted.

If they wish to, they can **download and read the order** through the portal.

They can do this by clicking on the [blue underlined text](#) as shown.

The user will now need to wait for their spouse to apply for the "final order". If they do not do so within 3 months, then the user can apply instead.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Contact us](#)

Brad Richard Smith & Angelina Louise Smith

Reference Number: 1691-1562-3230-1343

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [View the conditional order \(PDF\)](#)
- [View the conditional order application \(PDF\)](#)
- [Review your contact details](#)

Latest update

You have been granted a 'conditional order' by the court. Your conditional order was formally pronounced (read out) by a judge at Bury St. Edmunds Regional Divorce Centre on false. Your husband has also been notified.

You are not divorced yet. Your husband still has to apply for a final order which will end the marriage. They can apply for a final order from false. This will end your marriage.

If they do not apply for a final order by 4 November 2023 then you can apply for a final order.

You can [download and read your conditional order](#).

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Apply for a Final Order

Sole

Supporting users to apply for a final order, the last stage in the divorce process

When a user receives this notification, it is because 6 weeks and a day have passed since they were granted a conditional order.

The user now has up to a year to apply for a “**final order**” to legally end their marriage.

If they are ready to do so, you can support them to make the application now. It is the last step in the divorce process, so **check that they understand what this means and are happy to continue** before proceeding.



Apply for a Final Order

Sole

Clicking the “**Apply for final order**” button will take the user to a final screen which sets out their options and provides guidance.

GOV.UK Apply for a divorce **Sign out**

BETA This is a new service – your [feedback](#) will help us to improve it. [Contact us](#)

Brad Richard Smith & Angelina Louise Smith

Reference Number: 1691-1562-3230-1343

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [View the conditional order \(PDF\)](#)
- [View the conditional order application \(PDF\)](#)
- [Review your contact details](#)

Latest update

You can now apply for a 'final order'. A final order is the document that will legally end your marriage. It's the final step in the divorce process.

Apply for a final order

Helpful information

- [Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Apply for a Final Order

Sole

If the user doesn't apply for the final order within 3 months, then the user's spouse is entitled to do so, and they may both have to attend court.

If the user takes longer than a year to make the application, then they will need to provide an explanation.

GOV.UK Apply for a divorce Sign out

BETA This is a new service - your feedback will help us to improve it. [Contact us](#)

< Back

Explain the delay

You are making this application for a final order over one year from when the conditional order was made. Explain to the court why you did not apply for a final order earlier. Your answer will be reviewed as part of your application.

☐ I believe that the facts stated in this application are true

This confirms that the information you are submitting is true and accurate, to the best of your knowledge. It's known as your 'statement of truth'.

[Continue](#)

[Save and sign out](#)

[Contact us for help](#)

GOV.UK Apply for a divorce Sign out

BETA This is a new service - your feedback will help us to improve it. [Contact us](#)

< Back

Do you want to finalise your divorce?

Your marriage will be legally ended after the final order is made. This might affect your finances.

! If you have not finished negotiations about your money, property or other assets then you should seek legal advice before finalising your divorce.

[If you want to save your finances before finalising your divorce](#)

You should save and sign out and settle your finances before applying for a final order.

If you have not applied by then your wife will be able to apply. You may both have to come to a court hearing, if they apply.

If you wait a year before applying then you will need to explain the delay to the court.

☐ I want to finalise my divorce

[Submit](#)

[Save and sign out](#)

[Contact us for help](#)

Apply for a Final Order

Sole

The user needs to read and understand the information on the page before continuing.

They are asked to **tick the box** to confirm they want to take the final step and finalise the divorce, then they are required to press “**Submit**”.

If at any time they decide they need to stop and seek advice, or consider their options, before they submit then they can click the blue underlined “[Save and sign out](#)” text.

GOV.UK Apply for a divorce Sign out

BETA This is a new service - your feedback will help us to improve it. Cymraeg

< Back

Do you want to finalise your divorce?

Your marriage will be legally ended after the final order is made. This might affect your finances.

! If you have not finished negotiations about your money, property or other assets then you should seek legal advice before finalising your divorce.

▼ If you want to settle your finances before finalising your divorce

You should save and sign out and settle your finances before applying for a final order.

If you have not applied by false then your wife will be able to apply. You may both have to come to a court hearing, if they apply.

If you wait a year before applying then you will need to explain the delay to the court.

☐ I want to finalise my divorce

Submit

[Save and sign out](#)

► [Contact us for help](#)

The final screen informs the user that their application for a final order has been made.

The user will be sent confirmation of this by email.

Their spouse will also be sent a notification to inform them that the application has been made.

Within 2 days both parties should be informed of the outcome.

The screenshot shows the GOV.UK 'Apply for a divorce' page. At the top, it says 'GOV.UK' and 'Apply for a divorce'. Below this, there's a 'BETA' notice: 'This is a new service - your feedback will help us to improve it.' The user's name is 'Brad Richard Smith & Angelina Louise Smith' and the reference number is '1691-1562-3230-1343'. A progress bar shows four steps: 'Submitted', 'Response', 'Conditional order', and 'Final order (Divorced)'. The 'Final order (Divorced)' step is currently active. Below the progress bar, there's a 'Latest update' section with the text: 'You have applied for a "final order". Your application will be checked by court staff. If there are no other applications that need to be completed then your divorce will be finalised. You should receive an email within 2 working days, confirming whether the final order has been granted.' To the right of the progress bar, there's a section 'I want to...' with links: 'View the divorce application (PDF)', 'View the response to the divorce application (PDF)', 'View the conditional order (PDF)', 'View the conditional order application (PDF)', and 'Review your contact details'. At the bottom right, there's a 'Getting help' section with a phone number '0300 303 0642 (Monday to Friday, 8am to 6pm)'. A 'Helpful information' section at the bottom left has a link: 'Find out about dividing money and property'.

Apply for a final order if no applicant response in 3 months

Sole

Supporting a user whose spouse
(the original applicant) has
stopped responding

Apply for a final order if no applicant response in 3 months

Sole



If the original applicant stops responding to the divorce application process once the conditional order has been granted, and 3 months has passed, then the user is entitled to apply for the final order instead.

They can now sign in to their account and follow the same process their spouse would have done, to go about finalising the divorce, but this time without their spouse's input.

See the guidance "[Apply for a Final Order](#)" (sole).

Case number: 107643459

Dear Jane Dean

Your partner, Mike Dean has still not applied for a final order. This means your marriage is still not legally ended.

If they will not or cannot apply then you can apply instead, even though you are the respondent. This is because it has been over three months since they could apply. If you want to apply then sign in to your account and find out how: https://hmcts-access.service.gov.uk/login?client_id=divorce&response_type=code&redirect_uri=https://www.apply-divorce.service.gov.uk/oauth2/callback

Divorce and Dissolution
HM Courts & Tribunals Service
divorcecase@justice.gov.uk
0300 303 0642 (Monday to Friday, 8am to 6pm)

Final Order Applied For (Respondent)

Sole

Supporting users to understand the final order process, the last stage in the divorce journey

Final Order Applied For (Respondent)

Sole

This notification informs the user that **their spouse has made an application for a “final order”**. This is the last stage in the divorce process.

The user does not need to take any action, the application will be checked, and both the user and their spouse will be informed of the outcome within 2 working days.

GOV.UK Apply for a divorce Sign out

BETA This is a new service – your [feedback](#) will help us to improve it. [Contact us](#)

Brad Richard Smith & Angelina Louise Smith

Reference Number: 16911562-3230-1343

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [View the conditional order \(PDF\)](#)
- [View the conditional order application \(PDF\)](#)
- [Review your contact details](#)

Latest update

Your husband has applied for a 'final order'. The application will be checked by court staff. If there are no other applications that need to be completed then your divorce will be finalised. You should receive an email within 2 working days, confirming whether the final order has been granted.

Helpful information

[Find out about dividing money and property](#)

Getting help

Phone
0300 303 0642
(Monday to Friday, 8am to 6pm)

Email
contactdivorce@justice.gov.uk

Post
Courts and Tribunals Service Centre
HMCTS Divorce and Dissolution service
PO Box 13226
Harlow
CM20 9UG

Final Order Granted (Respondent)

Sole

Supporting users to view and
download their final order

Final Order Granted (Respondent)

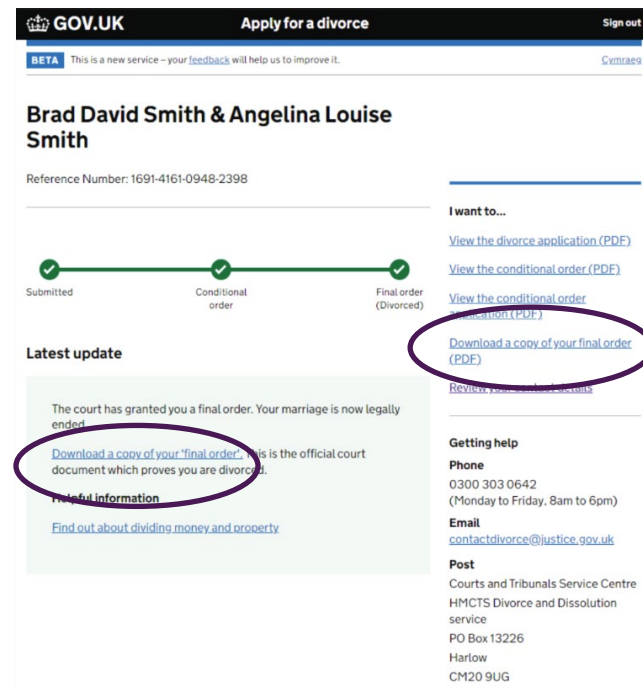
Sole

When a user receives this notification, it is because their spouse's "final order" has been granted.

If they wish to, they can **view and download the order** through the portal.

They can do this by clicking on the [blue underlined text](#) as shown.

This is the last stage in the sole applicant divorce process. The couple are now legally divorced, and the marriage has formally ended.



04

Recognising Divorce Long Tasks

When to book a
Partner appointment



Joint and Sole Applications

How to use the Guidance Pack

Joint

This icon indicates when the guidance is relevant only to joint applicants.

Sole

This icon indicates when the guidance is relevant only to sole applicants.

Both

This icon indicates when the guidance is relevant to both joint and sole applicants.

Recognising Long Tasks – Quick Links

Joint

Joint applications:

- [Confirm Application](#)
- [Review of Divorce Application \(Respondent\)](#)
- [Conditional Order Rejected](#)

Sole

Sole applications:

- [Conditional Order Rejected](#)

Confirm Application

Joint

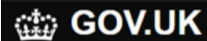
The user requires support to review
their spouse's response

This long task is indicated by a notification like this:

The user has submitted an initial application for divorce and the application was send to their spouse to either accept it or suggest changes to the wording.

Now it has been returned to the user and they need to review it, decide if they want to confirm, submit, and pay the fee for the application.

Make a partner booking for the user.



Dear Mike Dean

Your wife reviewed the information you entered and provided some of their own information. Now you need to confirm and pay for your joint application.

Confirm and pay for your application: <https://nfdiv-apply-for-divorce.aat.platform.hmcts.net/>

Your application will not be submitted until you have confirmed and paid for it.

Divorce and Dissolution
HM Courts & Tribunals Service
divorcecase@justice.gov.uk
0300 303 0642 (Monday to Friday, 8am to 6pm)

If the notification states that the user's spouse did not apply for help with fees (see example):

Then the user can either continue to review, confirm and pay the fee for their application, or they can choose to switch to a sole application.

In either instance, make a partner booking for the user.

Dear Mike Dean

Your partner, Jane Dean, reviewed the information you entered and provided some of their own information. Now you need to confirm and pay for your joint application.

Your partner, Jane Dean, did not apply for 'Help With Fees' and so help with fees cannot be claimed on this application.

Confirm and pay for your joint application: https://hmcts-access.service.gov.uk/login?client_id=divorce&response_type=code&redirect_uri=https://www.apply-divorce.service.gov.uk/oauth2/callback

Your application will not be submitted until you have paid for it.

If you cannot pay

The payment system will only allow you to pay but you could talk to your partner, Jane Dean, about whether they would be prepared to send you some money.

Or you could submit a sole application. If you apply as a sole applicant, only you have to pay and be eligible for Help With Fees.

If you create a sole application, you will not have to re-enter the information you have already provided. You will need to provide some new information though

Review of Divorce Application (Respondent)

Joint

The user requires support to review their spouse's submission and to submit a response

Review of Divorce Application (Respondent)

Joint



This long task is indicated by a notification like this:

Originally, the user's husband or wife submitted the joint application, and when the user was sent that initial application to review, they wanted some changes made (for example to the wording).

It was sent back to their spouse who has reviewed it and potentially made further changes. The user needs to check it again and has the option to submit more changes if they wish. This can happen until both are happy with the final version.

Make a partner booking for the user.

Dear Jane Dean

Your partner, Mike Dean, has updated the information in your divorce application. You need to review the information by 30/10/2023

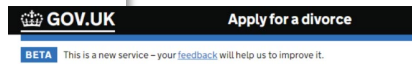
Sign in and review the updated information they have provided:

https://hmcts-access.service.gov.uk/login?client_id=divorce&response_type=code&redirect_uri=https://www.apply-divorce.service.gov.uk/oauth2/callback

Divorce and Dissolution
HM Courts & Tribunals Service
divorcecase@justice.gov.uk
0300 303 0642 (Monday to Friday, 8am to 6pm)

Your feedback helps improve this service for others:

https://www.smartsurvey.co.uk/s/Divorce_Feedback/?page



You need to review your joint application

Your husband has created a divorce application. They have indicated they want to submit the application jointly with you. A joint application is when you both review and submit the application together.

You need to review the information they have provided. If you confirm it's correct and confirm the application for divorce can be made, then it can be submitted. If you do not confirm then you will be told what you can do next.

You will also be asked to provide some information.

[Continue](#)

[Save and sign out](#)

[▶ Contact us for help](#)

Conditional Order Rejected

Joint

The user requires support to review and respond to the court's rejection of their application

Conditional Order Rejected

Joint



If the user's application for a conditional order is rejected or "refused", then they will receive a notification like the one shown.

They will need to sign in to see what reasoning was provided by the court, and to see what they need to do next to continue with the application.

The link to view the reason will be contained in the email notification.



Case number: 107463554

Dear Jo Bloggs,

Your application for a conditional order has been refused. Sign into your HMCTS account to see the reason and what you need to do, to progress your application.

Sign in: [sign into hub]

Divorce Service

HM Courts & Tribunals Service

0300 303 0642 (Monday to Friday 8am to 8pm, Saturday 8am to 2pm)

Email: contactdivorce@justice.gov.uk

Conditional Order Rejected

Usual reasons for a rejection will be concerning administrative error by the applicant, for example if the marriage certificate is unclear or unreadable, or if it requires translating.

Whilst unlikely, as no fault divorces are permitted, it is still possible for a conditional order to be rejected outright.

To progress, the user now needs to review the feedback and submit a response to the court.

Joint

Joe Bloggs & Joanne Bloggs

Reference Number: EZ111456



What you need to do

The court is not yet satisfied you are entitled to get divorced. You need to provide more information or documents, to continue with your application.

The court's feedback

"The image the marriage certificate is too small, so that when it is enlarged, it become blurred and cannot be read and checked. Please provide a new image of the marriage certificate."

You can download a copy of the court's full [Refusal Order \(PDF\)](#).

What you need to do next

You need to respond to the court's feedback before your application can proceed.

You will be able to upload or post documents to the court when you respond, if they have been requested.

[Respond to the court](#)

Helpful information

[Find out about dividing money and property](#)

[Find out more about conditional orders](#)

I want to...

[View the divorce application \(PDF\)](#)

[View the response to the divorce application \(PDF\)](#)

[Review your contact details](#)

Contact us for help

Ask a question or get help in your language.

Telephone
0300 123 1711

Monday to Friday, 8:30am to 5pm
[Find out about call charges](#)
(opens in a new window)

Email
contactia@justice.gov.uk

We aim to get back to you within 5 days.

Conditional Order Rejected

This response is in the format of another form to be completed and is a clear long task.

It may involve typing out an explanation, providing additional information or uploading photos and documents.

This can be difficult for some users who have a limited understanding of file sizes and image resolution.

Make a partner booking for users to support them to complete this form.

Joint



Respond to the court's feedback

The court has given the following feedback on your application:

"The image the marriage certificate is too small, so that when it is enlarged, it become blurred and cannot be read and checked. Please provide a new image of the marriage certificate."

Enter your response (optional)

If the court wants you to explain something or provide additional information then write your response here. If the court has just asked you to upload documents then you do not have to write anything, unless you want to.

Upload your documents

If the court has asked you to upload any documents or you want to upload a document to support what you wrote above, then you can upload it here.

Make sure the photo or scan shows the whole document. Check you can read all the text before uploading it. If court staff cannot read it then it may be rejected.

[You can take a picture with your phone and upload it](#)

You should upload at least one clear image which shows the whole document. If you think it will help court staff read the details you can upload more images. If your document has more than one page then you should upload at least one image of each page.

Uploaded files

No files uploaded

The file must be in jpg, bmp, tiff, png or pdf format.

Maximum file size 10MB.


[Choose a file](#)
or
Drag and drop files here

☐ I cannot upload some or all of my documents

[Submit](#)

[Save and sign out](#)

[Contact us for help](#)

Conditional Order Rejected

Sole

The user requires support to review and respond to the court's rejection of their application

Conditional Order Rejected

Sole



If the user's application for a conditional order is rejected or "refused", then they will receive a notification like the one shown.

They will need to sign in to see what reasoning was provided by the court, and to see what they need to do next to continue with the application.

The link to view the reason will be contained in the email notification.



Case number: 107463554

Dear Jo Bloggs,

Your application for a conditional order has been refused. Sign into your HMCTS account to see the reason and what you need to do, to progress your application.

Sign in: [sign into hub]

Divorce Service

HM Courts & Tribunals Service

0300 303 0642 (Monday to Friday 8am to 8pm, Saturday 8am to 2pm)

Email: contactdivorce@justice.gov.uk

Conditional Order Rejected

Usual reasons for a rejection will be concerning administrative error by the applicant, for example if the marriage certificate is unclear or unreadable, or if it requires translating.

Users should be reassured it is highly unlikely a conditional order would be rejected outright since no fault divorces are permitted.

To progress, the user now needs to review the feedback and submit a response to the court.

Sole

Joe Bloggs & Joanne Bloggs

Reference Number: EZ111456

Application submitted

Response

Conditional order

Final order

Divorced

I want to...

- [View the divorce application \(PDF\)](#)
- [View the response to the divorce application \(PDF\)](#)
- [Review your contact details](#)

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Sole

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or
Drag and drop files here

☐ I cannot upload some or all of my documents

[Submit](#)

[Save and sign out](#)

[Contact us for help](#)

05

Glossary

Key terms and
definitions



Glossary

CTSC

Court & Tribunal Service Centres

Dashboard

The front page of the user's online portal

Divorce

Divorce is the legal process of ending a marriage

Help With Fees

Low-income users can apply for help with court fees

HMCTS

His Majesty's Courts and Tribunals Service

Joint Application

The married couple apply together for the divorce

Notification

Message received via email (or post) communicating a change or update in the proceedings

Portal

The online home of the user's case

Sole Application

One half of the married couple applies for the divorce on their own

06

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Search for key terms
within this pack



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[Conditional order applied for \(sole\)](#)

[Conditional order granted \(respondent\) \(sole\)](#)

[Confirm receipt of notice of proceedings \(joint\)](#)

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Thank you!