

# EV-0370 — HM Land Registry (Independent Complaints Reviewer): Independent review of HM Land Registry complaint handling (26 Sep 2026–21 Oct 2026)

**Version 1.0.0 · 2026-10-23**

Editors of the Great House Farm Legal Wiki

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Catalogue entry **EV-0370** of the Great House Farm evidence register, carried over from the Legal Wiki evidence page last modified on 2026-10-21. The same record is published at [research.bucklerfamily.estate](https://research.bucklerfamily.estate), and this version is also a [PDF](#) in the wayback archive.

## 1 Release notes

### 1.1 This release (version 1.0.0)

- **2026-Oct-23** - Carried over to the docs library from the Legal Wiki evidence page for EV-0370 (wiki page 7958, last modified 2026-10-21 21:14:33 UTC). The record text, dates and references are as on the wiki. Links to wiki pages lead to the same page on [research.bucklerfamily.estate](https://research.bucklerfamily.estate); images are links to their files on the wiki.

### 1.2 Older versions

None yet.

## 2 Record

|                                      |                                                           |
|--------------------------------------|-----------------------------------------------------------|
| EV ID                                | EV-0370                                                   |
| Institution                          | HM Land Registry (Independent Complaints Reviewer)        |
| Matter                               | Independent review of HM Land Registry complaint handling |
| Route / regime                       | Email · complaint                                         |
| Their reference                      | ICR/090/26                                                |
| Request date                         | 26 Sep 2026                                               |
| Statutory deadline                   | No statutory deadline applies                             |
| Deadline                             | no statutory deadline                                     |
| First reply (not an acknowledgement) | 9 Oct 2026                                                |
| Days waited                          | 13                                                        |
| Response class                       | complaint outcome                                         |

|                                  |                                               |
|----------------------------------|-----------------------------------------------|
| Exemptions cited                 | none cited                                    |
| Redirected to                    | —                                             |
| Fees or charges named            | —                                             |
| Messages                         | 5 sent · 5 received (2 acknowledgements only) |
| Attachments from the institution | 2 archived                                    |

About this page type → [Read the Docs](#) · [All requests \(disclosure record\)](#) · [Dashboard: disclosure record](#)

## 2.1 Timeline

| Date        | Direction          | Class                          | Summary                                                                                                                                             | Copy                                                                              |
|-------------|--------------------|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| 26 Sep 2026 | → to institution   | internal review request        | Requests independent review of HM Land Registry's handling of a complaint concerning historic registration of land at Great House Farm.             | <a href="#">email · text</a>                                                      |
| 27 Sep 2026 | → to institution   | internal review request        | Sets out six numbered complaint points about the first-registration file, an unlisted root-of-title document, and inconsistent title closure dates. | <a href="#">email · text</a>                                                      |
| 28 Sep 2026 | ← from institution | acknowledgement only           | Acknowledges receipt of complaint correspondence and confirms allocation of reference ICR/090/26 for investigation.                                 | <a href="#">email · text</a>                                                      |
| 28 Sep 2026 | → to institution   | clarification given            | Adds four further points, including a website reference, a corrected chronology, and a preservation request for the investigation officer.          | <a href="#">email · text</a>                                                      |
| 29 Sep 2026 | ← from institution | acknowledgement only           | Confirms the four additional points and a separate preservation notice have been placed on file for investigation.                                  | <a href="#">email · text</a>                                                      |
| 9 Oct 2026  | ← from institution | correspondence (no disclosure) | Forwards a letter from the investigations officer dated the same day, with no further text in the message body.                                     | <a href="#">email · text · 2026-10-09_icr_hmlr-complaint-icr-090-26 (WB-0031)</a> |
| 10 Oct 2026 | → to institution   | request                        | Poses four specific questions on the root deed, notice to occupiers, the 1987 amalgamation, and possible alteration under land registration law.    | <a href="#">email · text</a>                                                      |
| 12 Oct 2026 | ← from institution | correspondence (no disclosure) | Resends the letter of 9 October 2026 after noting it may not have been received previously.                                                         | <a href="#">email · text · 2026-10-09_icr_hmlr-complaint-icr-090-26 (WB-0031)</a> |
| 20 Oct 2026 | → to institution   | request                        | Asks the reviewer to reconsider three record-based questions and requests written confirmation if the decision is final.                            | <a href="#">email · text</a>                                                      |
| 21 Oct 2026 | ← from institution | complaint outcome              | Confirms that the decision not to investigate further is final.                                                                                     | <a href="#">email · text</a>                                                      |

## 2.2 Attachments (Wayback archive)

- 9 Oct 2026: [2026-10-09\\_icr\\_hmlr-complaint-icr-090-26-letter.pdf](#) — WB-0031 (166 KB)
- 12 Oct 2026: [2026-10-09\\_icr\\_hmlr-complaint-icr-090-26-letter.pdf](#) — WB-0031 (166 KB)

**Note:** Independent Complaints Reviewer accepted the referral, exchanged clarifications, and ultimately confirmed its decision not to investigate further as final.