



Contact Details Desk Aid

Civil case enquiries should normally be dealt with through the CCMS system. This will help us to manage the volume of calls we receive and ensure we offer you the appropriate level of service at all times.

What is your query about?	Who should you contact?
<p>Civil certificate queries:</p> <ul style="list-style-type: none">• Civil certificated work• Civil Finance (bills and Payments on Account)• Civil Legal• Civil Means• Other	<p>All non –urgent CCMS queries should be made by submission of a case or general enquiry through CCMS.</p> <p>For urgent queries that require a response or decision within 48 hours your first point of contact should be our Customer Service team on 0300 200 2020.</p> <p>highcostfamily@justice.gov.uk – all non-CCMS family queries where costs have or are expected to exceed £25,000</p> <p>Legal Aid Agency Unit 8B, Berkley Way Viking Business Park Jarrow NE31 1SF DX 742350 Jarrow2</p> <p>Occasionally for more complex matters or where we require further information, we may need longer than this to provide a substantial response. We will contact all correspondents to advise them of any delays.</p> <p>Non-urgent non CCMS queries:</p> <p>contactCivil@justice.gov.uk</p> <p>Non-urgent queries in relation to paper based civil certificate work should be dealt with through the above email service. This applies for civil legal, finance and means queries requiring a response within five working days.</p> <p>N.B. Enquiries are dealt with more quickly by the correct team if labelled e.g. ‘means’, ‘merits’.</p> <p>CCMS queries sent to this mailbox will not be processed unless they:</p> <ul style="list-style-type: none">• are received from an applicant or MP• are in relation to a complaint and this is clearly marked• are clearly marked as with a contingency reference number (when agreed by the LAA).

<p>Civil certificates urgent queries requiring immediate response:</p> <ul style="list-style-type: none"> • Civil certificated work • Civil Finance (bills and Payments on Account) • Civil Legal • Civil Means • Other 	<p>0300 200 2020</p> <p>You should note this does not affect our Welsh language line (0845 609 9989), which will still continue to operate.</p>		
<p>Civil representations</p>	<p>manchester.representations@justice.gov.uk – to provide information regarding individual funding that may have been granted due to alleged false representation by the client.</p>		
<p>Civil bill rejects issues</p>	<p>laacivilclaimfix@justice.gov.uk – to question any claim that has been rejected and receive a 24-hour response.</p>		
<p>Billing and claim code queries Civil legal help/CLR including Immigration</p>	<p>Operational Assurance pa-civillegalhelpqueries@justice.gov.uk</p>		
<p>Civil (non-family) High Cost Cases (HCC) (SCU)</p> <p>Non-emergency urgent work</p> <p>Emergency urgent work</p> <p>Exceptional Cases Funding (ECF)</p>	<p>From 1 June, queries relating to CCMS will not be processed unless they:</p> <ul style="list-style-type: none"> • are received from an applicant or MP • are on paper based Exceptional Funding or CIS certificated work • are related to legal help applications • are in relation to a complaint and this is clearly marked • are clearly marked with a contingency reference number (when agreed by the LAA). <p>The email address is: contactECC@justice.gov.uk</p> <p>0300 200 2020</p> <p>Help us answer enquiries quickly</p> <p>In order to direct your email to the correct team you need to provide specific information in the email subject line.</p> <p>This should include:</p> <ul style="list-style-type: none"> • key words (stated below in tables) • application/claim form number (if appropriate) • client reference number <p>The key word will change according to where the case sits within the ECC team.</p> <p>Exceptional Case Funding application/enquiry</p> <table border="1" data-bbox="699 2056 1305 2105"> <tr> <td data-bbox="699 2056 978 2105">If you....</td> <td data-bbox="986 2056 1305 2105">In subject title of email insert....</td> </tr> </table>	If you....	In subject title of email insert....
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	are providing information regarding an ongoing ECF case	<i>ECF Exceptional case funding</i>
	have had a certificate granted and have a query on the application	<i>18- Direct Applicant Inquest</i>
	High Cost Civil application/enquiry	
	If you...	In subject title of email insert....
	are providing information regarding an ongoing HCC case	<i>High Cost Civil HCC Case Plans QC Events</i>
All Legal Help and Controlled Work applications (except ECF) should be directed to: MHU@justice.gov.uk		
Tailored fixed fee replacement and civil fixed fee exceptional cases	MHU-EC@justice.gov.uk 0300 200 2020	
Civil prior authority requests	CivilPriorAuthorityRequests@justice.gov.uk – for urgent PA queries 0300 200 2020	
Mental health exceptional cases and all mental health queries	MHU-EC@justice.gov.uk Put 'Mental Health query' in the subject line 0151 2356750 (option 3) (urgent queries) ecimmigration@justice.gov.uk – for specific immigration and asylum escape case queries including appeals	

What is your query about?	Who should you contact?
Contract reconciliation and Standard Monthly Payments (SMP)	reconciliation@justice.gov.uk 0191 496 2052 – urgent enquiries only HousingPossessionCourtDuty@justice.gov.uk Claim Amendments: PA-ClaimAmend@Justice.gov.uk
Changes of provider details (e.g. e-mail addresses)	https://www.gov.uk/guidance/update-your-details-with-laa
For technical queries in relation to LAA Online applications including: <ul style="list-style-type: none"> Contracted Work and Administration (CWA) 	0300 200 2020 Online-Support@justice.gov.uk

<ul style="list-style-type: none"> • Client and Cost Management System (CCMS) • Eforms • Crown Court Litigator Fee Online (CCLF) 	<p>You can now contact us via web chat through the CCMS Training website: http://ccmstraining.justice.gov.uk/onlinesupport</p>
<p>Land charges/DRU</p>	<p>For all queries relating to statutory charge liabilities and/or debt owed to the LAA: Email: SecuredDebtTeam@justice.gov.uk Phone: 0300 200 2020</p>
<p>Cash office/recovery services</p>	<p>For all client contribution queries: Email: recoveryservices-enquiries@justice.gov.uk Phone: 0300 200 2020</p>
<p>Complaints</p>	<p><u>CCMS complaints to be submitted via the system.</u></p> <p>For general complaints email: complaints@justice.gov.uk</p>
<p>Fix an application</p>	<p>Where you believe the Agency has made an error relating to the means or merits assessment, which should not require a formal appeal to correct. Applicationfixer@justice.gov.uk</p>