



## Contact Details Desk Aid

Criminal case enquiries should normally be dealt with by email. 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><b>Crime:</b> Crime billing queries (Magistrates' Court, appeals and prison law)</p> <p>Contact the office dealing with your region</p>	<p><a href="mailto:criminalfinance@legalaid.gsi.gov.uk">criminalfinance@legalaid.gsi.gov.uk</a> <b>0115 852 6000</b></p>
<p><b>Crime:</b> Crime billing queries (Police Station)</p>	<p><a href="mailto:nottingham@legalaid.gsi.gov.uk">nottingham@legalaid.gsi.gov.uk</a> <b>0115 852 6000</b></p>
<p><b>Crime police station fixed fee exceptional cases</b></p>	<p><a href="mailto:crime.exceptional@legalaid.gsi.gov.uk">crime.exceptional@legalaid.gsi.gov.uk</a> <b>0115 852 6000</b> (urgent queries)</p>
<p><b>Crime:</b> Duty solicitor matters</p>	<p>Duty solicitor work is being carried out centrally. <a href="mailto:dutysolqueries@legalaid.gsi.gov.uk">dutysolqueries@legalaid.gsi.gov.uk</a> If the matter is urgent, you should call the rota admin team: <b>0115 852 9003</b></p>
<p><b>Crime:</b> Crown Court litigator fees</p> <p>Crown Court Advocate Fees</p>	<p><a href="mailto:Litigators-fee@legalaid.gsi.gov.uk">Litigators-fee@legalaid.gsi.gov.uk</a> Put 'Litigator Fee Query' in email subject line <b>0115 852 6011</b></p> <p><a href="mailto:Advocates-fee@legalaid-gsi.gov.uk">Advocates-fee@legalaid-gsi.gov.uk</a> Put 'Advocates Fee Query' in email subject line <b>0115 852 6010</b></p>
<p><b>Very High Cost Cases and Central fund claims – Criminal Cases Unit (CCU)</b></p>	<p><a href="mailto:ccu@legalaid.gsi.gov.uk">ccu@legalaid.gsi.gov.uk</a> <b>0151 235 6924</b></p>
<p><b>Crime applications</b> For all telephone enquiries</p> <p>For e-mail queries in relation to complex means, hardship and contributions</p> <p>For all other e-mail enquiries in relation to applications</p>	<p><b>0300 200 2020</b></p> <p><a href="mailto:Nationalcrimeteam@legalaid.gsi.gov.uk">Nationalcrimeteam@legalaid.gsi.gov.uk</a></p> <p><a href="mailto:BirminghamCAT@legalaid.gsi.gov.uk">BirminghamCAT@legalaid.gsi.gov.uk</a> <a href="mailto:LiverpoolCAT@legalaid.gsi.gov.uk">LiverpoolCAT@legalaid.gsi.gov.uk</a> <a href="mailto:NottinghamCAT@legalaid.gsi.gov.uk">NottinghamCAT@legalaid.gsi.gov.uk</a></p>

<b>Contract Reconciliation and Standard Monthly Payments (SMP)</b>	<a href="mailto:reconciliation@legalaid.gsi.gov.uk">reconciliation@legalaid.gsi.gov.uk</a> <b>0191 496 2052</b> (urgent enquiries only)
<b>Changes of provider details (e.g. e-mail addresses)</b>	Provider Records (formerly Master Index) <a href="mailto:ProviderRecords-London@legalaid.gsi.gov.uk">ProviderRecords-London@legalaid.gsi.gov.uk</a> <b>020 3334 6177</b>
For <b>technical queries</b> in relation to LAA Online applications including: <ul style="list-style-type: none"> <li>• Contracted Work and Administration (CWA)</li> <li>• Client and Cost Management System (CCMS)</li> <li>• eForms</li> <li>• Crown Court Litigator Fee Online (CCLF)</li> </ul>	<b>0300 200 2020</b> <a href="mailto:Online-Support@legalaid.gsi.gov.uk">Online-Support@legalaid.gsi.gov.uk</a>
<b>Cash Office/Recovery Services</b>	For all client contribution queries <b>020 3334 6321</b>
<b>Complaints</b>	<b><u>CCMS complaints to be submitted via the system.</u></b> <a href="mailto:Complaints@legalaid.gsi.gov.uk">Complaints@legalaid.gsi.gov.uk (general complaints)</a>