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.

<table>
<thead>
<tr>
<th>What is your query about?</th>
<th>Who should you contact?</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Civil certificate queries:</strong></td>
<td>All non–urgent CCMS queries should be made by submission of a case or general enquiry through CCMS.</td>
</tr>
<tr>
<td>• Civil certificated work</td>
<td>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.</td>
</tr>
<tr>
<td>• Civil Finance (bills and Payments on Account)</td>
<td><a href="mailto:vhcc.queries@justice.gov.uk">vhcc.queries@justice.gov.uk</a> – all non-CCMS family queries where costs have or are expected to exceed £25,000</td>
</tr>
<tr>
<td>• Civil Legal</td>
<td>Legal Aid Agency</td>
</tr>
<tr>
<td>• Civil Means</td>
<td>Unit 8B, Berkley Way</td>
</tr>
<tr>
<td>• Other</td>
<td>Viking Business Park</td>
</tr>
<tr>
<td></td>
<td>Jarrow</td>
</tr>
<tr>
<td></td>
<td>NE31 1SF</td>
</tr>
<tr>
<td></td>
<td>DX 742350 Jarrow2</td>
</tr>
</tbody>
</table>

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.

**Non-urgent non CCMS queries:**

contactCivil@justice.gov.uk

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.

N.B. Enquiries are dealt with more quickly by the correct team if labelled e.g. ‘means’, ‘merits’.

CCMS queries sent to this mailbox will not be processed unless they:

- 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).
<table>
<thead>
<tr>
<th>Civil certificates urgent queries requiring immediate response:</th>
<th>0300 200 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Civil certificated work</td>
<td>You should note this does not affect our Welsh language line (0845 609 9989), which will still continue to operate.</td>
</tr>
<tr>
<td>• Civil Finance (bills and Payments on Account)</td>
<td></td>
</tr>
<tr>
<td>• Civil Legal</td>
<td></td>
</tr>
<tr>
<td>• Civil Means</td>
<td></td>
</tr>
<tr>
<td>• Other</td>
<td></td>
</tr>
</tbody>
</table>

| Civil representations | manchester.representations@justice.gov.uk – | to provide information regarding individual funding that may have been granted due to alleged false representation by the client. |

| Civil bill rejects issues | laacivilclaimfix@justice.gov.uk – | to question any claim that has been rejected and receive a 24-hour response. |

| Billing and claim code queries | Operational Assurance | to provide information regarding individual funding that may have been granted due to alleged false representation by the client. |
|--------------------------------|-----------------------|
| Civil legal help/CLR including Immigration | pa-civillegalhelpqueries@justice.gov.uk |

<table>
<thead>
<tr>
<th>Civil (non-family) High Cost Cases (HCC) (SCU)</th>
<th>From 1 June, queries relating to CCMS will not be processed unless they:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non-emergency urgent work</td>
<td>• are received from an applicant or MP</td>
</tr>
<tr>
<td>Emergency urgent work</td>
<td>• are on paper based Exceptional Funding or CIS certificated work</td>
</tr>
<tr>
<td>Exceptional Cases Funding (ECF)</td>
<td>• are related to legal help applications</td>
</tr>
<tr>
<td></td>
<td>• are in relation to a complaint and this is clearly marked</td>
</tr>
<tr>
<td></td>
<td>• are clearly marked with a contingency reference number (when agreed by the LAA).</td>
</tr>
</tbody>
</table>

The email address is: contactECC@justice.gov.uk

<table>
<thead>
<tr>
<th>0300 200 2020</th>
</tr>
</thead>
</table>

**Help us answer enquiries quickly**

In order to direct your email to the correct team you need to provide specific information in the email subject line.

This should include:

- key words (stated below in tables)
- application/claim form number (if appropriate)
- client reference number

The key word will change according to where the case sits within the ECC team.

**Exceptional Case Funding application/enquiry**

<table>
<thead>
<tr>
<th>If you….</th>
<th>In subject title of email insert….</th>
</tr>
</thead>
</table>
are providing information regarding an ongoing ECF case
18-Direct Applicant Inquest

<table>
<thead>
<tr>
<th>High Cost Civil application/enquiry</th>
</tr>
</thead>
<tbody>
<tr>
<td>If you…</td>
</tr>
<tr>
<td>are providing information regarding an ongoing HCC case</td>
</tr>
</tbody>
</table>

All Legal Help and Controlled Work applications (except ECF) should be directed to: MHU@justice.gov.uk

<table>
<thead>
<tr>
<th>Tailored fixed fee replacement and civil fixed fee exceptional cases</th>
<th><a href="mailto:MHU-EC@justice.gov.uk">MHU-EC@justice.gov.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0300 200 2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Civil prior authority requests</th>
<th><a href="mailto:CivilPriorAuthorityRequests@justice.gov.uk">CivilPriorAuthorityRequests@justice.gov.uk</a> – for urgent PA queries</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0300 200 2020</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mental health exceptional cases and all mental health queries</th>
<th><a href="mailto:MHU-EC@justice.gov.uk">MHU-EC@justice.gov.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Put ‘Mental Health query’ in the subject line 0151 2356750 (option 3) (urgent queries) <a href="mailto:ecimmigration@justice.gov.uk">ecimmigration@justice.gov.uk</a> – for specific immigration and asylum escape case queries including appeals</td>
</tr>
</tbody>
</table>

What is your query about? | Who should you contact?

<table>
<thead>
<tr>
<th>Contract reconciliation and Standard Monthly Payments (SMP)</th>
<th><a href="mailto:reconciliation@justice.gov.uk">reconciliation@justice.gov.uk</a></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0191 496 2052 – urgent enquiries only</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:HousingPossessionCourtDuty@justice.gov.uk">HousingPossessionCourtDuty@justice.gov.uk</a></td>
</tr>
<tr>
<td></td>
<td>Claim Amendments: <a href="mailto:PA-ClaimAmend@Justice.gov.uk">PA-ClaimAmend@Justice.gov.uk</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Changes of provider details (e.g. e-mail addresses)</th>
<th><a href="https://www.gov.uk/guidance/update-your-details-with-laa">https://www.gov.uk/guidance/update-your-details-with-laa</a></th>
</tr>
</thead>
</table>

For **technical queries** in relation to LAA Online applications including: Contracted Work and Administration (CWA) 0300 200 2020 Online-Support@justice.gov.uk
- Client and Cost Management System (CCMS)
- Eforms
- Crown Court Litigator Fee Online (CCLF)

You can now contact us via web chat through the CCMS Training website:  
http://ccmstraining.justice.gov.uk/onlinesupport

<table>
<thead>
<tr>
<th>Land charges/DRU</th>
<th>For all queries relating to statutory charge liabilities and/or debt owed to the LAA: 0203 8144 366</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash office/recovery services</td>
<td>For all client contribution queries: 0203 8144 366</td>
</tr>
</tbody>
</table>
| Complaints | **CCMS complaints to be submitted via the system.**  
For general complaints email: complaints@justice.gov.uk |