

Aide memoire for Chambers – useful contact links

Payment information

You should contact the payment information team if:

- You have been told that a claim has been paid, but the funds have not arrived in the bank account and no remittance has been received.
- You have received a remittance but no payment has been received
- You have not received a remittance for a payment and have waited until the Wednesday after the payment was received
- You require a historical Provider Statement of Account (PSoA) and do not have the original copy
- You have a query about the format of a CCMS remittance or PSoA

If you want to make a payment to the LAA:

Contact the cash office at email: cash-office-queries@justice.gov.uk

Please make your cheque payable to Legal Aid Agency and forward to the following address:

Legal Aid Agency,
Cash Office,
7th Floor 7.42
102 Petty France
London
SW1H 9AJ
DX 161440 Westminster (8)

Nat West
A/c name: LAA Receipts
A/c number: 10014578
Sort code: 60-70-80
Ref: LAA counsel account number

Information relating to payments can be found here:

<https://www.gov.uk/guidance/legal-aid-agency-payments-to-providers>

Email: PaymentInformation@justice.gov.uk

Debt Recovery Unit

Contact Debt Recovery Unit if:

- If you receive correspondence relating to a debt on your LAA account
- A barrister is declared/will be declared insolvent

Email: zzrecoveryservices@justice.gov.uk

Provider records

You should contact provider records if:

- You want to change or add a barrister's legal aid account details
- You have a VAT status query
- You want to add a new barrister to your CCMS account
- You have a query re. a hold on counsel's account.

If you want your LAA records updated to inform us that you have moved chambers you should write to us on your new chambers headed paper stating your name, LAA account number and your bank account details, if you want them to be changed.

Our Contact details and additional information can be accessed:

<https://www.gov.uk/guidance/update-your-details-with-laa>

Crime

You should contact the AGFS team if:

- The AGFS processing times (on the LAA website) are beyond the date you submitted your claim
- You have a query about the AGFS guidance on the LAA website
- You disagree with the decision to reject your claim
- You want to appeal an assessment
- You have a query about a claim
- You have queries about Online Billing

Processing dates for criminal claims can be found here:

<https://www.gov.uk/guidance/crime-processing-dates>

Criminal guidance documents can be found here:

<https://www.gov.uk/guidance/funding-and-costs-assessment-for-civil-and-crime-matters>

Email: advocates-fee@justice.gov.uk

Telephone: 0115 852 6000

Special/wasted prep

Contact the special prep and wasted prep team:

If you have a query about special or wasted preparation

Email: specialpreparation@justice.gov.uk

Crime queries

Contact crime queries for prior approval applications

Email: Crime.Queries@justice.gov.uk

Criminal finance

Contact the criminal finance team in respect of claims for assigned counsel payments (CRM8 form)

Telephone: 0115 825 6000

Contact civil for FAS/FGF/civil claims

All queries relating to CCMS applications should be raised through a general case enquiry via CCMS. You MUST include the relevant reference number.

You should only contact civil case management via email if:

- You have a query about a paper claim

Processing dates for family and civil work can be found here:

<https://www.gov.uk/guidance/civil-processing-dates>

Family and civil guidance and information can be found here:

<https://www.gov.uk/topic/legal-aid-for-providers/civil>

Email: ContactCivil@justice.gov.uk

Telephone: 0300 200 2020 - Monday to Friday, 9:00 - 17:00 (excluding bank holidays)

CCMS

- If you have a CCMS query or a complaint you should submit a general enquiry through CCMS, quoting the case reference number in the subject line.
- If you have a technical issue with CCMS you should call 0300 200 2020 or email online-support@justice.gov.uk

VHCC family

You should contact the VHCC family team if:

- After speaking to your instructing solicitor you still have a query regarding the case plan and/or cost limitation
- You want to check the position of your case

- You want to query an LAA assessment

Email: vhcc.queries@justice.gov.uk

For specific family queries please email: familyhighcostcounsel@justice.gov.uk

High cost crime

You should contact the high cost crime team if:

- You have a query regarding the contract
- You have a VHCC Crime payment query
- You have a query regarding an audit

Email: highcostcrime@justice.gov.uk or ccu@justice.gov.uk

High cost civil

Preferred method of contact - Counsel should raise a general enquiry through CCMS clearly including the case reference Number

Email: ContactECC@justice.gov.uk

Telephone: 0300 200 2020 - Monday to Friday, 9:00 - 17:00 (excluding bank holidays)

Exceptional cases funding

You should contact the ECF team if your query relates to an application for exceptional case funding, e.g. Inquests

Email: ContactECC@justice.gov.uk

Telephone: 0300 200 2020 - Monday to Friday, 9:00 - 17:00 (excluding bank holidays)

Contract managers or designated bar email contact:

- Contact your contract manager or designated bar email contact only after the above mentioned teams cannot or do not resolve your query. Designated Bar email addresses are as follows:
 - London Chambers – BarCMEnquiryLC@justice.gov.uk
 - Non-London Chambers - BarCMEnquiry@justice.gov.uk
 - If you do not feel that your query falls under any of the above mentioned teams you can contact your contract manager or designated bar email contact, who will signpost you as appropriate.
 - If you have a query relating to non-response or non-payment by your instructing solicitors please forward your latest written attempts to contact the senior partner of the firm to your contract manager or designated bar email contact. They will liaise with the firm's contract manager to try to resolve

matters. Please note however that the contracts do not give rise to any third party rights and you may need to pursue the instructing solicitors directly.