



Crime 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?
Magistrates' court and appeals billing	criminalfinance@justice.gov.uk 0300 200 2020
Police station billing and prison law	crime.exceptional@justice.gov.uk 0300 200 2020 (urgent queries)
Duty solicitor matters	Duty solicitor work is being carried out centrally. dutysolqueries@justice.gov.uk If the matter is urgent, you should call the rota admin team: 0115 852 6016
Crown Court litigator fees	Litigators-fee@justice.gov.uk Put 'Litigator Fee Query' in email subject line 0300 200 2020
Crown Court advocate fees	Advocates-fee@justice.gov.uk Put 'Advocates Fee Query' in email subject line 0300 200 2020
Very High Cost Cases and Central fund claims – Criminal Cases Unit (CCU)	ccu@justice.gov.uk
Crime applications For all telephone enquiries For email queries in relation to complex means, hardship and contributions For all other email enquiries in relation to applications	0300 200 2020 Nationalcrimeteam@justice.gov.uk BirminghamCAT@justice.gov.uk LiverpoolCAT@justice.gov.uk NottinghamCAT@justice.gov.uk
Contract Reconciliation and Standard Monthly Payments (SMP)	reconciliation@justice.gov.uk 0191 496 2052 (urgent enquiries only)
Changes of provider details (such as email addresses)	Provider Records ProviderRecords-London@justice.gov.uk

<p>Technical queries in relation to LAA Online applications including:</p> <p>Contracted Work and Administration (CWA) Client and Cost Management System (CCMS) eForms Crown Court Litigator Fee Online (CCLF)</p>	<p>0300 200 2020 Online-Support@justice.gov.uk</p>
<p>Debt Recovery Company</p>	<p>The LAA has contracted with Marston Holdings Ltd as our Debt Recovery Company (DRC) for Crown Court Means Testing (CCMT).</p> <p>0333 320 2150 (general queries) 0333 006 8344 (24 hour payment line)</p> <p>www.marstonholdings.co.uk (online payments) ccmt@marstonholdings.co.uk (general queries)</p> <p>Complaints about Marston Holdings Ltd should be directed to General.Enquiries@marstongroup.co.uk</p> <p>Address: Marston Holdings Ltd, PO Box 324, BB4 0GE</p>
<p>Complaints</p>	<p>Complaints@justice.gov.uk (general complaints)</p>