



Chambers: Useful Contact Information & Top Tips

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 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:

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- Contact the Cash office at 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
Acc Name: LAA Receipts
Acc 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>

Contact email: PaymentInformation@legalaid.gsi.gov.uk



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Debt Recovery Unit

Contact DRU if:

- If you receive correspondence relating to a debt on your LAA account.

Contact Email: RecoveryServices-Enquiries@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.

Contact email: ProviderRecords-London@legalaid.gsi.gov.uk

Contact Telephone Number: 0203 3346177

Special/Wasted Prep

Contact the Special Prep and Wasted Prep team if:

- You have a query about special or wasted preparation

Contact Email: specialpreparation@legalaid.gsi.gov.uk



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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>

Contact telephone number: 0300 200 2020

Crime Queries

Contact Crime Queries for Prior Approval applications

Contact Email: Crime.Queries@legalaid.gsi.gov.uk

Criminal Finance

Contact the Criminal Finance team in respect of claims for assigned counsel payments (CRM8 form)

Contact Telephone number: 0115 825 6000



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Contact Civil for FAS/FGF/Civil claims

You should contact Civil Case Management if:

- You have a query about a paper claim
- You want to challenge a decision to reject a claim
- You want to challenge a claim that has been assessed down
- You have a billing query
- You have a Payment On Account (POA) query

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>

Contact email: ContactCivil@legalaid.gsi.gov.uk

Contact telephone number: 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 or email Online Support
- If you have feedback regarding CCMS system enhancements please use the feedback link in the system.

Contact email: online-support@legalaid.gsi.gov.uk

Contact telephone numbers:

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

Customer Services Team: 0300 200 2020 - Monday to Friday 9:00 to 17:00 (excluding bank holidays)



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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

Contact Email: vhcc.queries@legalaid.gsi.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

Contact Email: ccu@legalaid.gsi.gov.uk

High Cost Civil

You should contact the High Cost Civil team if your query relates to:

- Court of Protection
- QC applications
- Multi-party action
- Work formerly undertaken by the Special Cases Unit

Contact Email: highcostcivil.quer@Justice.gov.uk

Exceptional Cases Funding

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

Contact Email: ECF@legalaid.gsi.gov.uk



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Contract Managers

Contact the Contract Manager team only after the above mentioned teams can-not or do not resolve your query.

If you do not feel that your query falls under any of the above mentioned teams you can contact the Contract Manager team on the following email addresses:

Bar CM Enquiry (London Chambers): BarCMEnquiryLC@legalaid.gsi.gov.uk

Bar CM Enquiry (Non-London Chambers): BarCMEnquiry@legalaid.gsi.gov.uk

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 the relevant email address above.

They will liaise with the firm's Contract Manager to try to resolve matters.

Please note however that you should continue to pursue the instructing solicitors directly.



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Top tips for getting your bill processed first time

We have reviewed the most common mistakes made when submitting work to create these tips.

These tips will help you get your work processed the first time it is submitted.

If you want more guidance or CCMS training material please visit the [CCMS training website](#).

- When submitting your bill ensure Counsel has sufficient cost allocation before submitting. You can do this by checking the account summary screen.
- If you are submitting a bill in a FAS escape cases do not submit your bill before the solicitors. This will cause delays in the processing of your bill and of payment.
- In high cost cases there must be a restriction placed on the case to claim events and this will happen only after the LAA have agreed a contract.
- When you are entering your bill in CCMS, If the matter escapes codified rates then remove codified rates section and enter the hourly rate in the following section.
- Do not use CCMS as a case management system, it is a costs submission system only and should work alongside your own records. This will help avoid any confusion.
- You can export your bills from your case management system and upload to CCMS. This can be done using the Bulk Claim upload facility.
- We strongly recommend that advocates ensure they have been given access to the case on CCMS as soon as they have been instructed by the provider and that an individual cost limit has been authorised. You can request access to a certificate from the Providers.
- If a Counsel has moved to your chambers recently it is your chambers responsibility to contact provider records and inform them of the change. Until you do the counsel will still be linked to their old chambers on CCMS and you will be unable to bill on their behalf.