



Contacting the LAA via CCMS

This document will provide guidance on how to contact the LAA through CCMS when you have an enquiry.

The information below details the options for submitting a General Enquiry or a Case Enquiry, please use this information to determine the best way to contact us. For Case Enquiries please ensure you provide the LAA case reference number.

If you are a Chambers or Counsel user and have a query regarding payment, please send a General Enquiry and use the 'General Billing Enquiry' option.

Request Type:	Enquiry Type:	When to use this enquiry:
General Enquiry	Claim Upload (Pricing Only)	Prior to submitting a bill via Claim Upload to check that the information in the file is correct. See the quick guide for more information.
	Claim Upload	When the file has passed the Pricing Only check, use this to send your bill to the LAA. See the quick guide for more information.
	General Billing Enquiry	Non case specific – guidance or policy advice.
	General Complaint	Non case specific – where there is no certificate reference available.
	General Enquiry	Non case specific – where there is no certificate reference available.
	General Means Enquiry	Non case specific – guidance or policy advice.
	General Merits Enquiry	Non case specific – guidance or policy advice.
	Request Prov Account Statement	Where you require a BACS/Provider Statement of Account.
	Provider Transfer Request	Where you are submitting an amendment to transfer the certificate to your firm. You MUST provide the case reference number. See the quick guide for more information.
	Reopen Closed Case in PUI	Where the certificate has been discharged and you are requesting a reinstatement. You MUST provide the case reference number.



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Request Type:	Enquiry Type:	When to use this enquiry:
Case Enquiry	Billing Case Enquiry	When a bill has been submitted and you have a query about the bill.
	Case Complaint	When you wish to complain about the service provided by the LAA on a case specific matter.
	Case General Enquiry	When you have a query regarding a specific case but not specific to any part of the application.
	Means Case Enquiry	When you have a means enquiry regarding a specific case, e.g. requesting a document request so you can submit means documents.
	Merits Case Enquiry	When you have a merits enquiry regarding a specific case, e.g. whether the application has been granted.
	Request Client Case Balance Statement	Please do not use.
	Change Submitted Item Status	Please do not use.
	Request Client Account Statement	When you have a query relating to a missing BACS payment or need help to interpret the PSoA.
	Adjustment Bill Request	When costs have been omitted from a final bill, you will need to apply to submit an adjustment bill, once this has been confirmed an adjustment bill can be submitted. See the quick guide for more information.
	JR Discretionary Payment Request	Only use this task if you are submitting a request for a JR discretionary payment.



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Request Type:	Enquiry Type:	When to use this enquiry:
Case Enquiry	JR Disc. Payment Review Request	Only use this enquiry if you are submitting a request for a JR discretionary review.
	Legal Appeal / Review Request	When submitting a legal appeal on a case.
	Means Review	When requesting a review of a means decision.
	MPA Request	When you have a query or request that relates to a Multi Party Action application.
	Request your Case Balance Statement	Please do not use.
	Reinstate Certificate	When you are requesting a review of either discharge or revocation of your clients certificate.
	Request to release funds to client	Please do not use.