



CCMS: Contingency Process

This guide will take you through the process of submitting a contingency application or amendment when you are unable to access CCMS due to technical issues and require an urgent decision on an application or amendment.

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If you are experiencing technical issues using CCMS and an urgent decision is required, the first step to request that contingency be invoked is to call the Online Support team.

Online Support will determine whether a contingency decision is appropriate to your case, taking into account the urgency of the matter and whether delegated functions can be used.

In order for the contingency process to apply you must have made two separate attempts, within at least a 24 hour period, to complete the piece of work on CCMS prior to contacting Online Support. These attempts should be recorded with screenshots showing the date and time of attempted submission.

If Online Support decide that the circumstances are appropriate for the contingency process to be used, you will be provided with a contingency reference number and emailed a CCMS Contingency Incident cover sheet.

If no reference number is provided then the use of contingency has been refused.

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Once the cover sheet and reference number have been provided by Online Support, you should send these alongside a paper application / amendment to contactcivil@legalaid.gsi.gov.uk, marked as 'Contingency' in the subject line.

Please note that cases where contingency has been allowed will not remain on paper, they will be transferred onto CCMS and any further amendments, bills etc. should be made on CCMS.