

Civil/crime news: launch of web chat pilot for providers

News story

We will be evaluating a live web chat service on our training website from Monday 26 July to Friday 22 October.



Providers now have a new web chat service which we will be evaluating between 26 July and 22 October, 2021.

The new service is available for both civil and crime providers from 9am to 5pm on weekdays.

It gives providers a new option for contacting the Legal Aid Agency.

Why is this happening now?

Feedback from our providers suggests that 96% would use the service and 100% believe the web chat would be very useful to them.

What happens during the pilot?

We'll review how well the service is being used and how effective it is in helping providers. We can then decide on the future of the new web chat tool.

How can I access the service?

You will just need to click on the 'start chat' button available on the training website. You will then be directed to a civil or crime customer services agent:

[Training and support website](#) – use the 'start chat' button.

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