

# Civil/crime news: online form service to submit a complaint

News story

We are introducing a new online form service to submit a complaint to the Legal Aid Agency (LAA).



A new online form service is available for users of legal aid to submit a complaint.

If you have a Client and Cost Management System (CCMS) account, you will still be able to submit a complaint by using our online system.

## **Why are you doing this now?**

We want to ensure that if you are not satisfied with the service we provide, you are able to contact us about this.

## **Complaint response times**

Our complaint response times have not changed and are outlined on our complaint procedure page. This explains how the complaints process works.

We have only changed how you submit your complaint to us, making it accessible for all.

## **What if I want to complain by post?**

If you would like to submit your complaint by post, you can still do this. Details can be found on our complaint procedure page.

## **Further information**

[Complain to the LAA](#) – online form service

[Complaints procedure](#) – how the complaints process works

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