

Civil news: contacting the high cost family team

News story

Changes to the way you contact the high cost family team.



We have made changes which mean you can now contact the high cost family team through the Client and Cost Management System (CCMS).

What does this mean?

You should submit a case enquiry using CCMS and avoid sending emails to this mailbox:

highcostfamily@justice.gov.uk

The options available to you in the system will be:

From 1 June 2022 emails will only be responded to if:

This will prevent duplication and ensure that the team can respond promptly.

The automatic bounceback on the mailbox will be updated and any emails that fall outside of the circumstances listed above will be deleted.

You should continue to use the high cost family fixer mailbox if you think an error has been made. Guidance about using this service is available on our training website within the 'contact us' directory.

Further information

highcostfamilyfixer@justice.gov.uk – refer to training site guidance before emailing to report errors

[Legal aid learning: contact us](#) – scroll to 'high cost family fixer' for 'more information' guidance link

[Launch of high cost family fixer service](#) – GOV.UK news story

highcostfamily@justice.gov.uk – only use to contact high cost family team in circumstances outlined above

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