

Civil news: help us pay your high cost claims first time

News story

Changes to the requirements for submitting your high cost claims will help to make sure claims are paid at the first time of submission.



As part of the Legal Aid Agency's (LAA) improvement of processes we're changing the way disbursements are handled on civil certificated claims and high cost claims.

What's happening?

From 1 June, the LAA will require you to make sure disbursement vouchers are uploaded with any high cost claims to avoid being rejected.

Disbursement vouchers are always required with a civil claim and by making sure these are included it will help us to pay your claims at the first time of submission.

This will bring our requirements on Very High Cost Claims (VHCC) in line with other civil and family claims.

We will continue to review our internal processes to make sure we get it right first time as well as help you to receive payment.

Feedback

If you believe we have rejected a civil claim incorrectly, you can tell us why through our Civil Claim Fix team.

The system also provides feedback to our caseworkers on decision making within the LAA.

Further information

Email LAACivilClaimFix@justice.gov.uk to discuss a claim decision.

High Cost Billing: [Quick Guide \(justice.gov.uk\)](https://www.justice.gov.uk) to submit a VHCC claim in CCMS.

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