

# Civil news: launch of high cost family fixer service

News story

New email service to help providers who have issues working with us on high cost family contracts.



We have launched a new 'fixer service' to help providers who hold high cost family case contracts.

The 'high cost family fixer' service has been set up in response to feedback from providers. It aims to build upon the success of other services already dealing with application and claim errors. These are known as 'civil claim fix' and 'application fixer'.

## **What does this mean?**

'High cost family fixer' can help with a range of issues which are explained on our training and support website.

Examples include:

- case plan problems
- provision of documents
- cost limits

The new email service does not deal with billing issues for high cost family cases. These should continue to be dealt with through the 'civil claim fix' service.

## **Where can I find out more?**

Guidance is available on our training and support website and can be viewed by going to the 'contact us' page.

This covers:

You can also view information about the 'civil claim fix' and 'application fixer' services on the same page.

## **Further information**

[Training and support website: contact us](#) – scroll to 'high cost family fixer'

[highcostfamilyfixer@justice.gov.uk](mailto:highcostfamilyfixer@justice.gov.uk) – refer to guidance on training site before emailing

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