

Civil news: new civil application fixer service launched

News story

A new service for law firms and other providers of civil legal aid is now available and will help to save time during the initial decision-making stages of applications.



The Civil Application Fixer service is now available for all law firms and other providers of civil legal aid to use if it is thought the Legal Aid Agency (LAA) has made a mistake in processing an application, amendment or means assessment on the Client and Cost Management System (CCMS).

This new service is in operation now and will help to reduce appeals and save time during the initial decision-making stages of civil applications.

What is fixer?

The application fixer service works in a similar way to the well-established Civil Claim Fix service and should only be used when you believe the LAA has made an error.

The LAA has developed this process in response to the decision-making survey run by the Legal Aid Practitioners Group (LAPG) and subsequent joint working with a successful pilot of the scheme.

The email address is applicationfixer@justice.gov.uk.

When to use fixer

The application fixer aims to correct errors made by the LAA at the earliest possible opportunity. If you believe we have made an error, please email fixer detailing the case reference and why you believe an error has been made.

We will only review the decision based on the information submitted originally and any additional new information will require the appeal route.

Examples of issues the fixer process can be used for:

- an application incorrectly rejected or refused
- if you believe information provided has not been considered in the decision
- asked for documents or information that have already been provided
- not granted the cost limit requested when delegating
- where COVID-19 contingency arrangements have not been followed

This list is not exhaustive and the LAA will look at anything where a mistake has been made by the agency based on the original information. This is not an appeal or review route.

The LAA aims to review submissions within 24 hours (Monday to Friday) and if we agree there has been an LAA error we will rectify this at the earliest opportunity.

If the LAA believes, based on the information provided, the decision was correct we will notify you that you need to follow the appeal and review route for challenging a decision.

Initial feedback of the service shows that it saves time during the initial decision-making process and reduces the number of appeals.

Law firms and other providers of legal aid can start using the application fixer email as of today.

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