

Civil news: speeding up the appeals process for applications

News story

Reminder prompts now being sent to request supporting evidence for application appeals is submitted within 7 days.



We are now sending out alerts to providers using the application appeal process to ask them to send us supporting evidence within 7 days.

Why is this happening?

We appreciate it is not always possible to upload the required documents in one go.

So, we think it will be helpful to send you reminders about the need for this evidence. This will help speed up the appeals process when challenging funding refusals. It will also prevent appeals being considered without the right evidence.

Of course, there will be times when supporting evidence is not required. But there are times when the appeal cannot be processed if all the supporting evidence has not been submitted.

Ideally, we would like supporting evidence to be sent within 7 days. The submission window is a maximum of 14 days.

How will the reminders work?

1. When further evidence is required, we will request it via the Client and Cost Management System (CCMS). This will enable the provider to respond to the notification and submit the evidence.
2. If the necessary evidence has not been submitted after 7 days, we will send a reminder via CCMS.

3. If, after another 7 days, the required evidence has still not been submitted we will withdraw the appeal and notify the provider via CCMS.

Further information

[Training and support website](#) – for ‘legal aid review’ course

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