

# Crime news: contacting the Defence Solicitor Call Centre

A new mailbox is now available for providers to log any issues with the operation of the Defence Solicitor Call Centre:

[complaints@dutysolicitors.org](mailto:complaints@dutysolicitors.org)

This will allow our supplier, HGS UK, to collate issues with the operation of the service so that learning points can be identified. Service improvements can then be made where necessary.

Providers also have the option of using the DSCC call centre helpline on 0345 543 8910.

There is also a change to the general enquiries mailbox, which is now:

[enquiries@dutysolicitors.org](mailto:enquiries@dutysolicitors.org)

## **Why is this necessary?**

We attach great importance to any issues with the operation of the DSCC. We want to ensure that lessons are learned when appropriate and explain the process for raising any problems. This follows recent difficulties during a transition phase for the DSCC, which is changing its supplier from Capita to HGS UK.

## **What were the problems?**

Maintenance work meant that the DSCC website was unavailable for longer than anticipated when it was taken down on Wednesday 28 August.

There were also issues with call volumes which meant telephone enquiries were not answered as quickly as usual.

The service has now stabilised and the website was restored on Saturday 1 September. The LAA is continuing to monitor the situation and additional support is being provided where needed.

## **Further information**

[DSCC online portal](#)

[complaints@dutysolicitors.org](mailto:complaints@dutysolicitors.org) – to flag issues when there are problems

[enquiries@dutysolicitors.org](mailto:enquiries@dutysolicitors.org) – general enquiries

0345 543 8910 – to call DSCC