

# [News story: Civil news: tips to help you when submitting VHCC family work](#)

From:

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You can prevent delays to Very High Cost Case family work by making sure you avoid a few common mistakes.

We have checked through correspondence received by the VHCC family team in recent weeks and believe the following tips could help you avoid unnecessary delays.

## **Avoid sending documents by both email and DX**

This often causes confusion and additional work for the team, meaning that it takes longer for them to issue a response.

Unless otherwise requested choose just one way of sending documents i.e. email or DX.

## **Download and use the template to register a VHCC case**

As you work through the registration template remember that the VHCC team requires the following:

- certificate reference numbers
- number of hearing days and advocate meetings to date
- number of future hearing days/advocate meetings
- date of final hearing (if known)
- full breakdown of costs to date

If information is missing the VHCC team will need to ask for additional information, which will mean delays. A link to the page hosting the template is available below.

## **Use correct process for enquiries**

Enquiries about cases managed within CCMS need to be dealt with in the CCMS environment. Non-CCMS cases enquiries can be dealt with by emailing: [vhcc.queries@legalaid.gsi.gov.uk](mailto:vhcc.queries@legalaid.gsi.gov.uk)

Avoid emailing caseworkers directly as this can cause unnecessary delays.

## **Further information**

[Family high cost cases](#) – scroll down to ‘when a case becomes high cost’ for link to ‘email template’ to help you register your VHCC case