Civil fixer guidance
When to use Application Fixer, Civil Claim Fix, and High Cost Family Fixer

Background

Legal aid providers can use all three services depending on whether the issue is with a civil legal aid application, bill, or high cost family case. All three services aim to help us issue certificates and pay bills first time. We also use submissions to feedback to caseworkers and improve decision making.

Civil Application Fixer

The Civil Application Fixer service covers applications in all areas of civil legal aid.

Email address

applicationfixer@justice.gov.uk

You must:

1) Provide the case reference.

2) Provide details of why you believe an error has been made with any supporting evidence.

Examples

Use Civil Application Fixer if you believe we have:

- incorrectly rejected or refused
- not considered the information provided
- asked for documents or information already provided
- granted an incorrect cost limitation

We will only review the decision based on the information submitted originally. You must submit an appeal if you wish to provide new information.

Response times

We aim to review submissions within 24 hours (Monday to Friday). We will then rectify any errors at the earliest opportunity.

If we believe, based on the information provided, the decision was correct, we will ask you to follow the appeal and review route for challenging a decision.

Civil Claim Fix

The Civil Claim Fix service covers civil legal aid claims in the following areas:

- certificated work, including high cost family cases
- Family Advocacy Scheme (FAS) and hourly rates claims made by counsel
- legal help and escape cases
- Civil Case Outcomes, including reporting any cost award or Statutory Charge to us

Email address

LAACivilClaimFix@justice.gov.uk

You must:

1) Provide the case reference.

2) Provide details of why you believe an error has been made with any supporting evidence.

Examples

Use Civil Claim Fix if you believe we have:

- incorrectly rejected a civil claim or outcome
- asked for documents or information already provided
- asked for unnecessary information

Response times

We aim to review submissions within 24 hours (Monday to Friday). We will then rectify any errors at the earliest opportunity.

High Cost Family Fixer

The High Cost Family Fixer service covers high cost family case contracts only. It does not cover the billing of high cost family cases as Civil Claim Fix applies to those.

Email address

highcostfamilyfixer@justice.gov.uk

You must:

1) Provide the case reference.

2) Confirm whether the case involves single Counsel or two Counsel / Queens Counsel.

3) Confirm whether the case falls under the Care Case Fee Scheme or hourly rates.

4) Confirm you have not been able to resolve the issue with the High Cost Family Team.

5) Provide details of why you believe an error has been made with any supporting evidence.

This email address also replaces familyhighcostcounsel@justice.gov.uk

Examples

Providers may use the High Cost Family Fixer if they believe we have:

- incorrectly rejected or reduced a case plan
- not considered the information provided
- asked for documents or information already provided
- granted the incorrect cost limitation
- CIS cases with complex, lengthy, and unresolved case planning issues

Providers may also use it for:
- intervened cases (cases with multiple providers where one firm may have ceased to exist)
- cases where you have made multiple contacts to us with no response

Counsel may use the High Cost Family Fixer for issues such as:

- not receiving communications from your instructing solicitor
- intervened cases (cases with multiple providers where one firm may have ceased to exist)
- rate enquiries
- outstanding or incorrect fees on completed high cost family cases

You cannot use High Cost Family Fixer to dispute independent adjudicator decisions.

Response times

We aim to review submissions within 72 hours (Monday to Friday). We will then rectify any errors at the earliest opportunity.