



Legal Aid  
Agency

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# POCA non-fastrak (PL2) claim form guidance

March 2022



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# Introduction

Use the PL2 form for profit cost claims in excess of £2000.

Download the most up to date version from GOV.UK:

[www.gov.uk/government/publications/poca-forms-for-solicitors-and-advocates](http://www.gov.uk/government/publications/poca-forms-for-solicitors-and-advocates)

## Top tip

Download a fresh form for each claim. Using an out of date form or overtyping may cause an error and result in your claim being rejected.

Once downloaded, we recommend you name the file using the format:

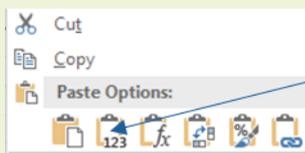
Defendant's name followed by the case number

You should not remove lines of information.

If you have entered work in the wrong order, we can rectify this upon receipt.

If you enter a row in error highlight the relevant cells and use the 'clear contents' function.

If you are copying and pasting into the form, use the 'paste values' function.



This ensures that any values entered do not affect anything in the background of the forms.

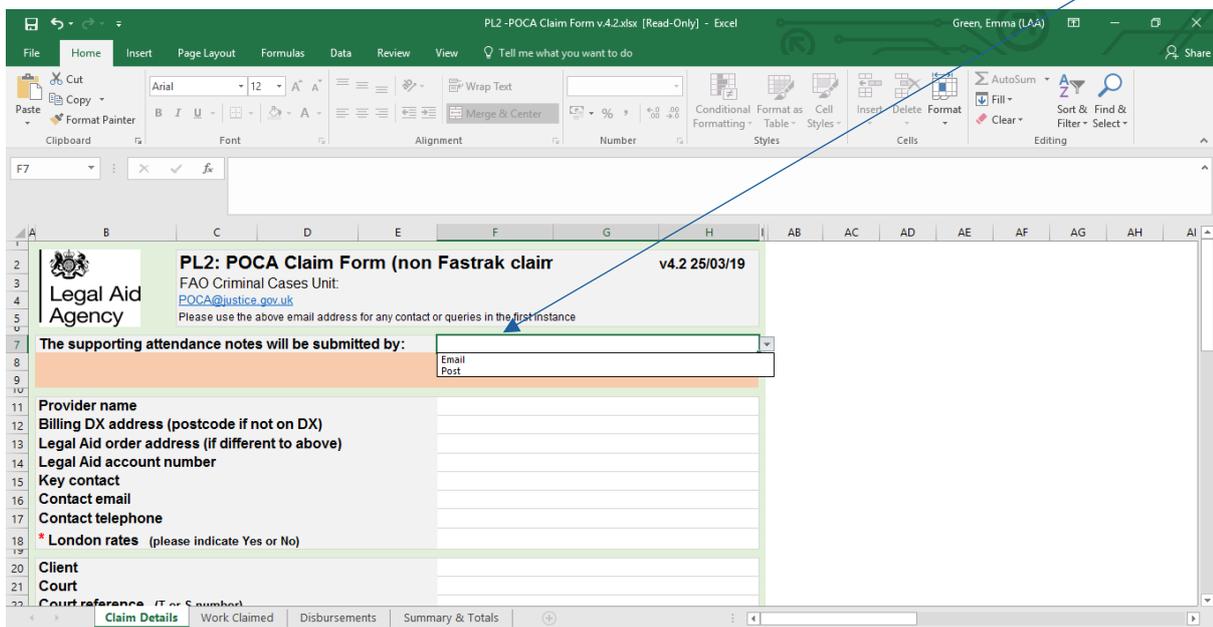
You must submit your claim, together with any receipts, invoices, or prior authority paperwork. You must also submit the Legal Aid Order if it was dated before 15 August 2015. Email these to [poca@justice.gov.uk](mailto:poca@justice.gov.uk)

# Completing the form

## Claim details

### Step 1

Use the drop-down list to tell us how you are submitting attendance notes.



You should email your claim and papers as separate attachments, as follows:

1. PL2 claim form in Excel format
2. Legal Aid Order
3. Invoices/receipts/prior authority (where appropriate)
4. Case file including attendance notes (if you choose the email option)

If the total attachments exceed 10MB then please send via separate emails, entering clear subject headings such as: PL2 claim John Smith 1 of 2.

Before sending supporting documents by post or Secure File Exchange please submit your claim (PL2) via email and await further instructions.

Please note that documents submitted electronically will not be returned. If a paper file is submitted it will be returned within 14 days of the determination.

## Step 2

Enter your details as the instructed solicitor along with the case and defendant information. Select whether you are claiming London rates.

The screenshot shows the 'Claim Details' section of the PL2-POCA Claim Form v4.2.xlsx spreadsheet. The form includes the following fields:

- Provider name**
- Billing DX address (postcode if not on DX)**
- Legal Aid order address (if different to above)**
- Legal Aid account number**
- Key contact**
- Contact email**
- Contact telephone**
- \* London rates (please indicate Yes or No)** - This field has a dropdown menu with 'Yes' and 'No' options. A blue arrow points to this dropdown.
- Client**
- Court**

The spreadsheet also shows the 'Legal Aid Agency' logo and contact information for the FAO Criminal Cases Unit, including the email [POCA@justice.gov.uk](mailto:POCA@justice.gov.uk).

## Step 3

Move on to the essential supporting documents section.

Use the drop-down to confirm whether each item has been provided. You must state the reason if not providing an item.

The screenshot shows the 'Essential supporting documents' section of the PL2-POCA Claim Form v4.2.xlsx spreadsheet. The section is divided into two columns: 'Provided' and 'Reasons for not providing'. The 'Provided' column has a dropdown menu with 'Yes' and 'No' options. A blue arrow points to this dropdown.

The 'Essential supporting documents' section includes the following items:

- Attendance notes
- Invoices/receipts
- Proof of prior authorities
- s.18 defence statement
- s.16 prosecution statement(s)
- s.17 defence response(s)
- Expert reports
- Briefs to counsel
- Indictment
- Case summary/details of case at trial
- Confiscation order (& schedule)
- Restraint order and any variations/responses

Below the 'Essential supporting documents' section is a 'Declaration' section with the following text:

By selecting yes above (on the right) you certify that

- This work has not been and will not be the subject of any other claim for remuneration under legal aid
- Where a previous claim has been made, you have provided the full details of the payment(s) below



### Top tip

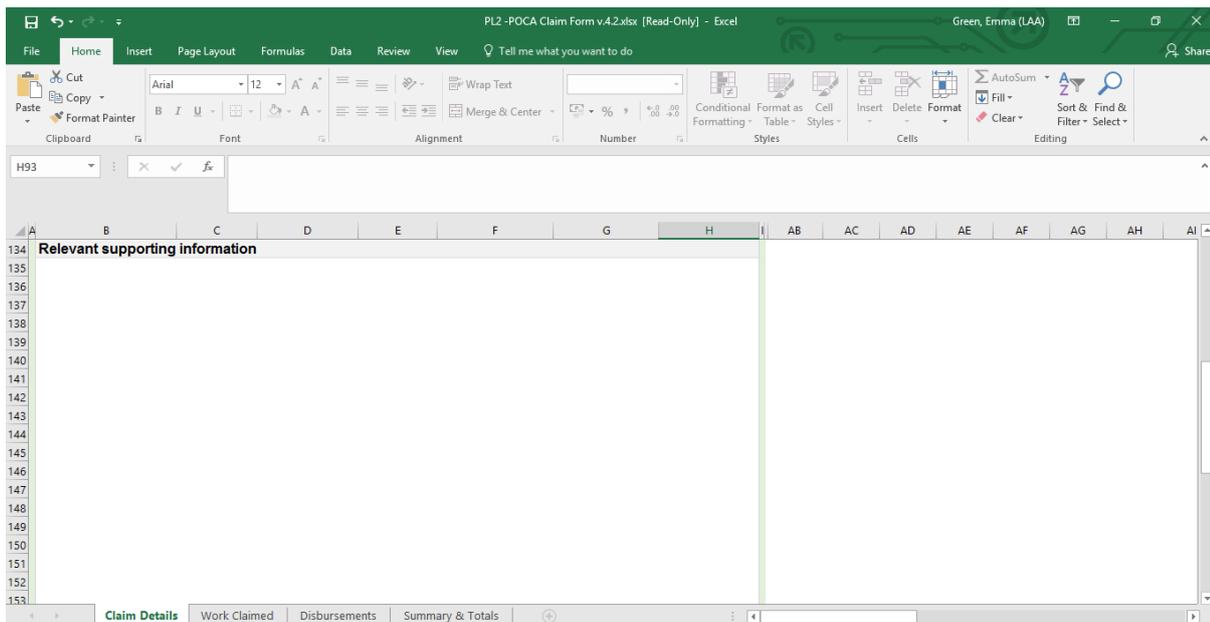
If you are claiming a grade of fee earner based on previous experience you should provide supporting information. You should include justification for any claim for use of a Grade A fee earner. Failure to do so may result in a lower payment.

### Step 6

Complete the 'Relevant supporting information' box with details of the case and any relevant supporting information.

### Top tip

Include any information that may not be apparent from the case papers and which you wish us to consider.

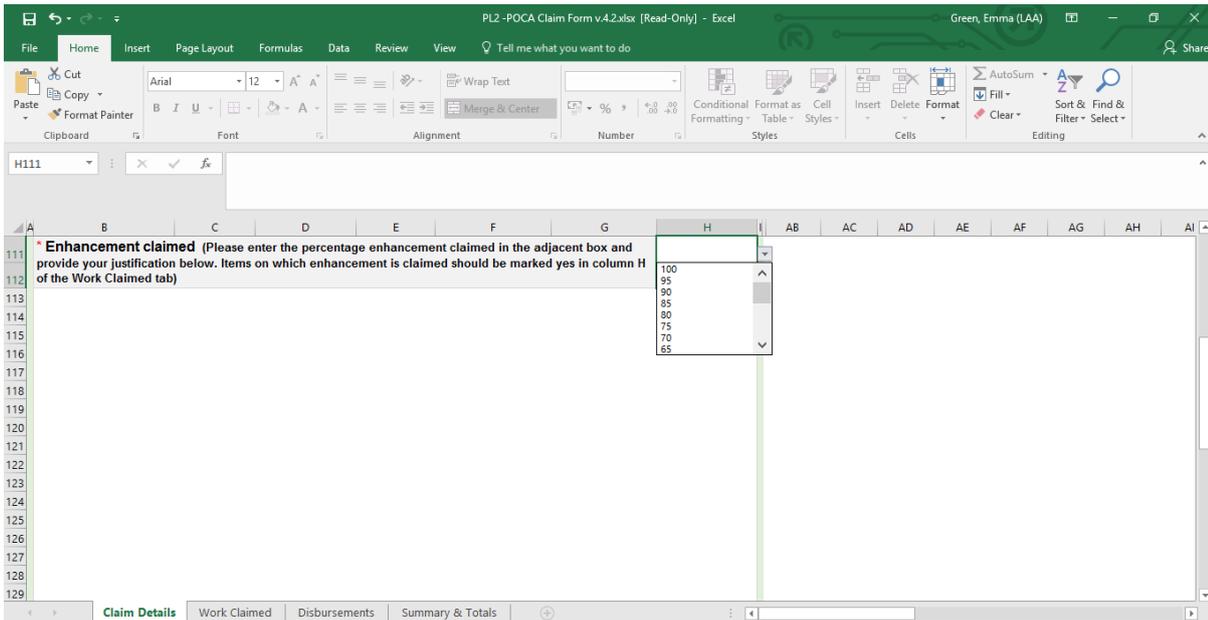


### Step 7

If claiming more than the prescribed rate specify the percentage of enhancement. You should also provide supporting evidence or information. This may be in an accompanying note for taxation or in the box provided.

The prescribed rate may be exceeded in cases where one or more of the following apply:

- the work was done with exceptional competence, skill or expertise
- the work was done with exceptional dispatch
- the case involved exceptional circumstances or complexity

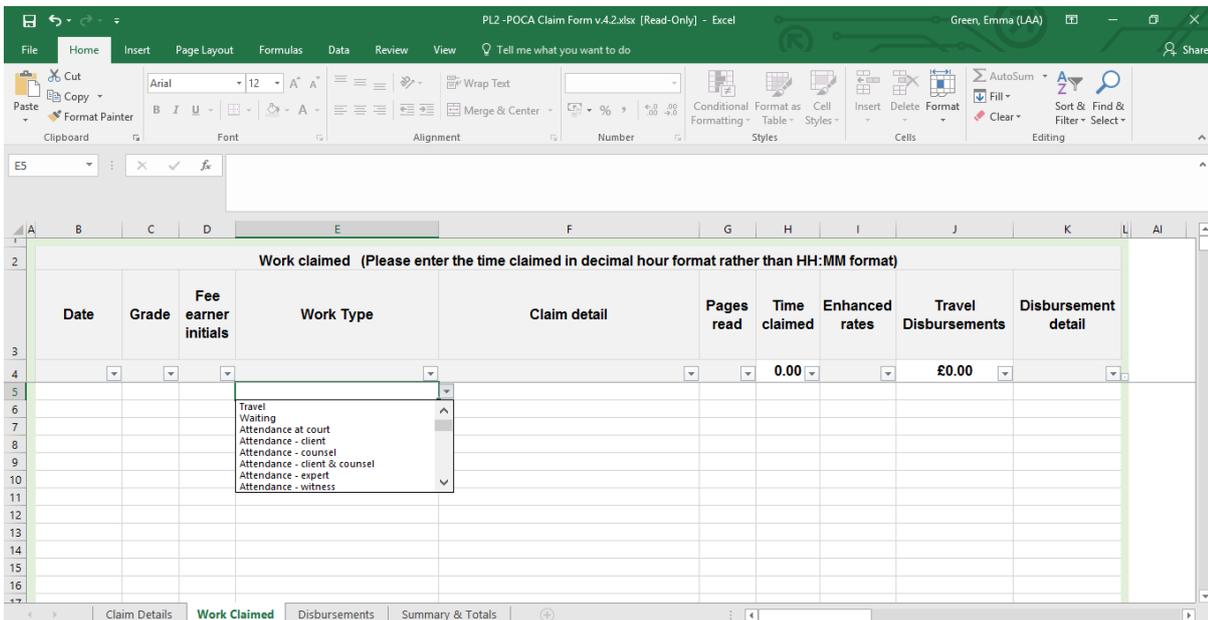


### Top tip

If you are claiming enhanced rates and do not provide information in support your claim will be allowed at the prescribed rate only.

## Litigator Claim

Enter the details of the work claimed and fee earner using the drop-downs. Provide any additional clarification of the preparation work in the supporting information box (see step 6 above).



Enter time in a decimal format, for example: 1 hour 18 minutes = 1.3. Using the wrong format may result in your claim being underpaid.

| Work claimed (Please enter the time claimed in decimal hour format rather than HH:MM format) |       |                     |                     |                |            |              |                |                      |                     |  |
|--|-------|---------------------|---------------------|----------------|------------|--------------|----------------|----------------------|---------------------|--|
| Date   | Grade | Fee earner initials | Work Type           | Claim detail   | Pages read | Time claimed | Enhanced rates | Travel Disbursements | Disbursement detail |  |
| 01/01/2019   | C     | AA                  | Attendance - client | at HMP Unknown |            | 1.00         |                | £0.00                |                     |  |

## Disbursements

Claim disbursements for travel expenses that attract VAT as part of travel in “Work claimed”.

You must provide an invoice or receipt for any disbursement in excess of £20 unless it applies to mileage only.

| Work claimed (Please enter the time claimed in decimal hour format rather than HH:MM format) |       |                     |           |                |            |              |                |                      |                     |  |
|--|-------|---------------------|-----------|----------------|------------|--------------|----------------|----------------------|---------------------|--|
| Date   | Grade | Fee earner initials | Work Type | Claim detail   | Pages read | Time claimed | Enhanced rates | Travel Disbursements | Disbursement detail |  |
| 01/01/2019   | C     | AA                  | Travel    | at HMP Unknown |            | 1.00         |                | £45.00               | 100 miles           |  |

Claim travel items not attracting VAT under the disbursements tab.

The screenshot shows an Excel spreadsheet titled "PL2 - POCA Claim Form v4.2.xlsx". The active tab is "Disbursements". The spreadsheet contains a table with the following data:

| Disbursements claimed - you must provide supporting evidence for items over £20<br>(Interim payments should be entered as a total amount and marked 'No' in the VAT applicable column) |  |                   |            |  |   |                                     |                               |
|--|--|-------------------|------------|--|---|-------------------------------------|-------------------------------|
| Date   | Paid as interim<br>(if so, please enter the gross total in column F and mark column G as 'No') | Invoice reference | Details    | Net claim<br>(enter gross amount if paid as interim) | VAT applicable<br>(mark 'No' if interim paid) | Prior authority<br>(provide copies) | Agreed prior authority amount |
| 01/01/2019   | No   |                   | Train fare | £45.00   | No  | No                                  |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |
|  |  |                   |            |  |   |                                     |                               |

Other disbursements

Claim all other disbursements on the disbursements tab. For any items whereby, you have received an interim payment already, you should choose Yes in column C and enter the full amount received in column F. Column G should state No (this will happen automatically). This will then ensure any pre-paid amounts are deducted from the total cost of your claim.

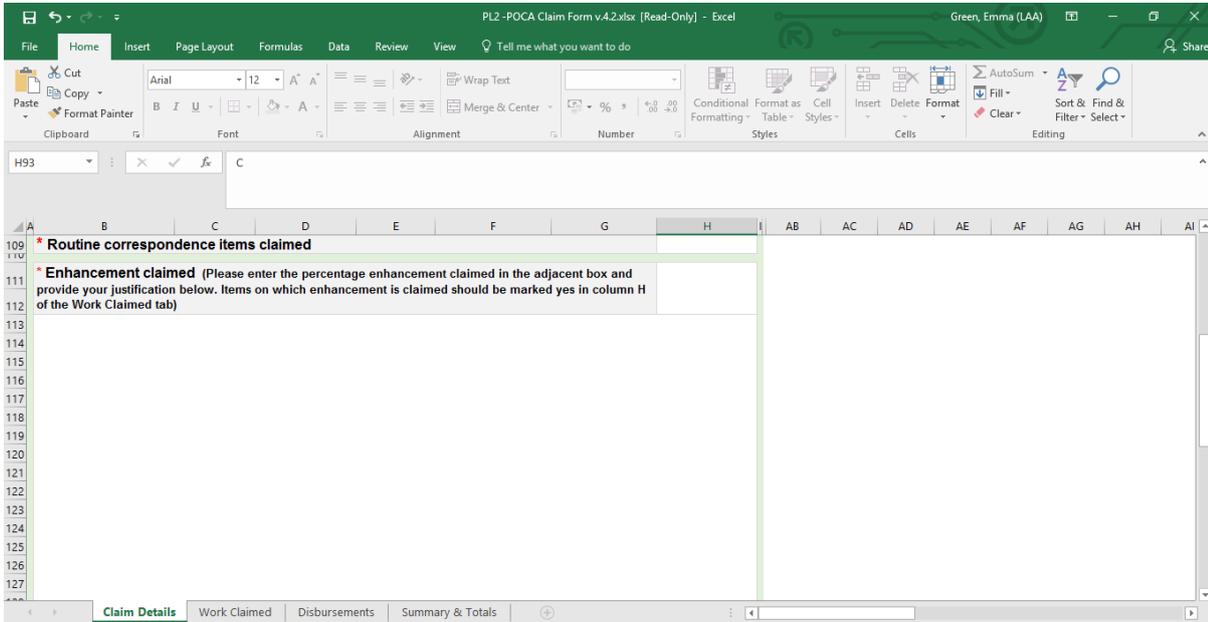
If you have received an interim payment already but need to claim any travel expenses not previously paid enter these on a separate row. You should state that they were not paid as an interim and claim as a normal travel expense.

The screenshot shows an Excel spreadsheet titled "PL2 - POCA Claim Form v4.2.xlsx". The active tab is "Disbursements". The spreadsheet contains a table with the following data:

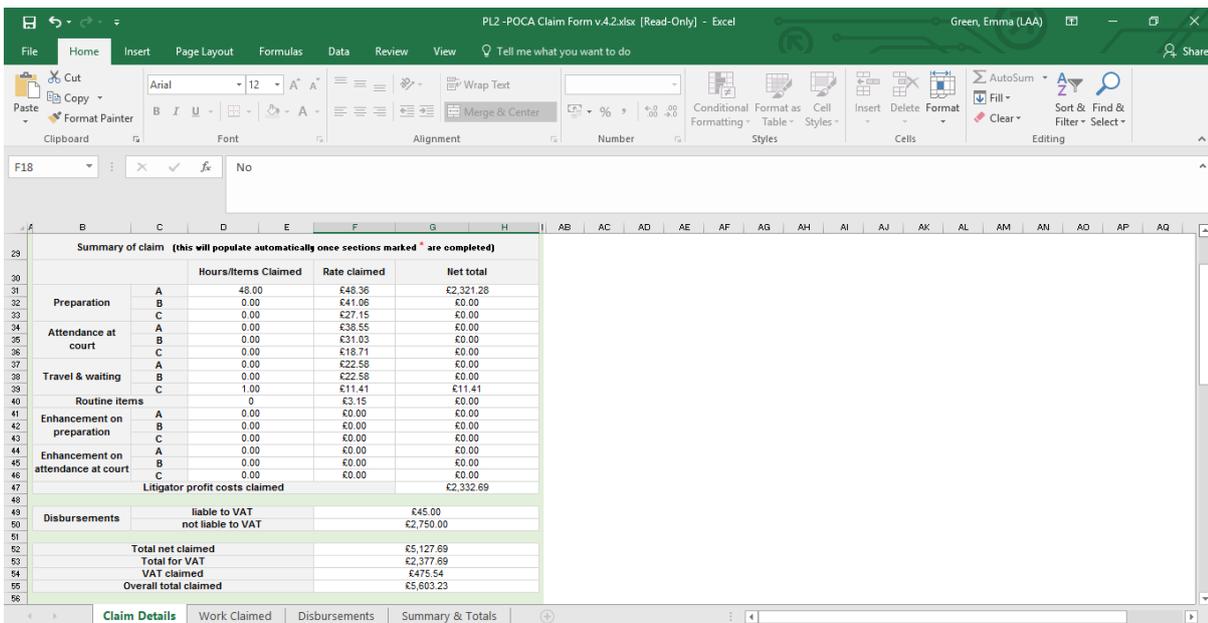
| Disbursements claimed - you must provide supporting evidence for items over £20<br>(Interim payments should be entered as a total amount and marked 'No' in the VAT applicable column) |  |                   |               |  |   |                                     |                               |
|--|--|-------------------|---------------|--|---|-------------------------------------|-------------------------------|
| Date   | Paid as interim<br>(if so, please enter the gross total in column F and mark column G as 'No') | Invoice reference | Details       | Net claim<br>(enter gross amount if paid as interim) | VAT applicable<br>(mark 'No' if interim paid) | Prior authority<br>(provide copies) | Agreed prior authority amount |
| 01/01/2019   | Yes  |                   | Expert report | £2,750.00  | No  | Yes                                 | £2,750.00                     |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |
|  |  |                   |               |  |   |                                     |                               |

### Routine correspondence and telephone calls

Enter routine items on the claim details tab. This should include telephone calls made and received, and emails and letters sent. Routine emails and letters received are not remunerated separately.



Please note that the 'summary of claim' does not populate until you have entered all of the claim details.



## Top tip

If your claim summary does not populate correctly check that you have:

- downloaded a fresh form
- entered all the mandatory information (marked \*)
- completed the London rates field
- entered an Original Legal Aid order date
- stated whether VAT applies to disbursements

Email your claim to: [poca@justice.gov.uk](mailto:poca@justice.gov.uk)

On receipt, we will allocate your claim a unique reference number. You should quote this whenever you contact us.

We aim to determine all claims within 20 days of receipt.

If we do not allow your claim in full, we will email a copy of your PL2 with our determination. Details of the determination will be on the claim details page and/or under work claimed and disbursements.

| Summary of claim (this will populate automatically once sections marked * are completed) |   |                     |              | Summary of payment |                                    |                  |                        |              |           |           |
|--|---|---------------------|--------------|--------------------|------------------------------------|------------------|------------------------|--------------|-----------|-----------|
|  |   | Hours/Items Claimed | Rate claimed | Net total          |                                    | Hours/items paid | Hours/items disallowed | Rate allowed | Net total |           |
| Preparation  | A | 48.00               | £48.36       | £2,321.28          | Preparation                        | A                | 44.50                  | 3.50         | £48.36    | £2,152.02 |
|  | B | 0.00                | £41.06       | £0.00              |                                    | B                | 0.00                   | 0.00         | £41.06    | £0.00     |
|  | C | 0.00                | £27.15       | £0.00              |                                    | C                | 0.00                   | 0.00         | £27.15    | £0.00     |
| Attendance at court  | A | 0.00                | £38.55       | £0.00              | Attendance at court                | A                | 0.00                   | 0.00         | £38.55    | £0.00     |
|  | B | 0.00                | £31.03       | £0.00              |                                    | B                | 0.00                   | 0.00         | £31.03    | £0.00     |
|  | C | 0.00                | £18.71       | £0.00              |                                    | C                | 0.00                   | 0.00         | £18.71    | £0.00     |
| Travel & waiting   | A | 0.00                | £22.58       | £0.00              | Travel & waiting                   | A                | 0.00                   | 0.00         | £22.58    | £0.00     |
|  | B | 0.00                | £22.58       | £0.00              |                                    | B                | 0.00                   | 0.00         | £22.58    | £0.00     |
|  | C | 1.00                | £11.41       | £11.41             |                                    | C                | 1.00                   | 0.00         | £11.41    | £11.41    |
| Routine items  |   | 0                   | £3.15        | £0.00              | Routine                            |                  | 0                      | 0.00         | £3.15     | £0.00     |
| Enhancement on preparation   | A | 0.00                | £0.00        | £0.00              | Enhancement on preparation         | A                | 0.00                   | 0.00         | £0.00     | £0.00     |
|  | B | 0.00                | £0.00        | £0.00              |                                    | B                | 0.00                   | 0.00         | £0.00     | £0.00     |
|  | C | 0.00                | £0.00        | £0.00              |                                    | C                | 0.00                   | 0.00         | £0.00     | £0.00     |
| Enhancement on attendance at court   | A | 0.00                | £0.00        | £0.00              | Enhancement on attendance at court | A                | 0.00                   | 0.00         | £0.00     | £0.00     |
|  | B | 0.00                | £0.00        | £0.00              |                                    | B                | 0.00                   | 0.00         | £0.00     | £0.00     |
|  | C | 0.00                | £0.00        | £0.00              |                                    | C                | 0.00                   | 0.00         | £0.00     | £0.00     |
| Litigator profit costs claimed   |   |                     |              | £2,312.69          | Litigator profit costs paid        |                  |                        |              | £2,163.43 |           |
| Disbursements  |   |                     |              | £45.00             | Disbursements                      |                  |                        |              | £22.50    |           |
|  |   |                     |              | £2,750.00          |                                    |                  |                        |              | £0.00     |           |
| Total net claimed  |   |                     |              | £5,127.69          | Total net paid                     |                  |                        |              | £2,185.93 |           |
| Total for VAT  |   |                     |              | £2,377.69          | Total for VAT                      |                  |                        |              | £2,185.93 |           |
| VAT claimed  |   |                     |              | £475.54            | VAT paid                           |                  |                        |              | £437.19   |           |
| Overall total claimed  |   |                     |              | £5,603.23          | Overall total paid                 |                  |                        |              | £2,623.12 |           |

POCA non-fastrak (PL2) claim form guidance

PL2-POCA Claim Form v.4.2.xlsx [Read-Only] - Excel

File Home Insert Page Layout Formulas Data Review View Tell me what you want to do

Spelling Thesaurus Check Accessibility Smart Lookup Translate New Comment Delete Previous Next Show/Hide Comment Show All Comments Show Ink Protect Sheet Protect Workbook Share Workbook (Legacy) Allow Users to Edit Ranges Track Changes (Legacy) -

A12

| Work claimed (Please enter the time claimed in decimal hour format rather than HH:MM format) |       |                     |                          |                |            |              |                |                      |                     |          |               |                |           |            |                |                     | Work       |
|--|-------|---------------------|--------------------------|----------------|------------|--------------|----------------|----------------------|---------------------|----------|---------------|----------------|-----------|------------|----------------|---------------------|------------|
| Date   | Grade | Fee earner initials | Work Type                | Claim detail   | Pages read | Time claimed | Enhanced rates | Travel Disbursements | Disbursement detail | To pay   | Part pay time | Part pay grade | Time paid | Grade paid | Enhanced rates | Disbursement to pay | LAA        |
|  |       |                     |                          |                |            | 49.0         |                | £45.00               |                     |          |               |                | 45.5      |            |                | £22.50              |            |
| 01/01/2019   | C     | AA                  | Travel                   | at HMP Unknown |            | 1.00         |                | £45.00               | 100 miles           | Yes      |               |                | 1.00      | C          |                | £22.50              |            |
| 01/01/2019   | A     | AA                  | Drafting - s.18 response |                |            | 6.00         |                |                      |                     | Yes      |               |                | 6.00      | A          |                |                     |            |
| 01/02/2019   | A     | AA                  | Consideration - s.16 &   |                |            | 7.00         |                |                      |                     | Yes      |               |                | 7.00      | A          |                |                     |            |
| 02/02/2019   | A     | AA                  | Consideration - s.16 &   |                |            | 7.00         |                |                      |                     | Yes      |               |                | 7.00      | A          |                |                     |            |
| 03/02/2019   | A     | AA                  | Consideration - s.16 &   |                |            | 7.00         |                |                      |                     | Yes      |               |                | 7.00      | A          |                |                     |            |
| 04/02/2019   | A     | AA                  | Drafting - s.17 response |                |            | 7.00         |                |                      |                     | Yes      |               |                | 7.00      | A          |                |                     |            |
| 05/02/2019   | A     | AA                  | Drafting - s.17 response |                |            | 7.00         |                |                      |                     | Yes      |               |                | 7.00      | A          |                |                     |            |
| 06/02/2019   | A     | AA                  | Drafting - s.17 response |                |            | 7.00         |                |                      |                     | Part pay | 3.5           | A              | 3.50      | A          |                |                     | Time claim |

Claim Details Work Claimed Disbursements Summary & Totals



POCA non-fastrak (PL2) claim form guidance

| Work paid |               |                |           |            |                |                     |   |              |                                   | Redetermination |                                   |                |                           |                           |
|-----------|---------------|----------------|-----------|------------|----------------|---------------------|---|--------------|-----------------------------------|-----------------|-----------------------------------|----------------|---------------------------|---------------------------|
| To pay    | Part pay time | Part pay grade | Time paid | Grade paid | Enhanced rates | Disbursement to pay | LAA Determination Notes                                   | Redetermine? | Provider Redetermination Comments | Extra to pay    | Grade paid (overpaid if over 4.0) | Enhanced rates | Extra disbursement to pay | LAA Redetermination Notes |
| Yes       |               |                | 1.00      | C          |                | £22.50              |   | No           |                                   | 1.00            | C                                 |                | £0.00                     |                           |
| Yes       |               |                | 6.00      | A          |                |                     |   |              |                                   |                 | A                                 |                |                           |                           |
| Yes       |               |                | 7.00      | A          |                |                     |   |              |                                   |                 | A                                 |                |                           |                           |
| Yes       |               |                | 7.00      | A          |                |                     |   |              |                                   |                 | A                                 |                |                           |                           |
| Yes       |               |                | 7.00      | A          |                |                     |   |              |                                   |                 | A                                 |                |                           |                           |
| Yes       |               |                | 7.00      | A          |                |                     |   |              |                                   |                 | A                                 |                |                           |                           |
| Yes       |               |                | 7.00      | A          |                |                     |   |              |                                   |                 | A                                 |                |                           |                           |
| Part pay  | 3.5           | A              | 3.50      | A          |                |                     | Time claimed appears excessive for the document produced. | Yes          | see attached letter               | 1.00            | A                                 |                |                           |                           |

|    | F       | G         | H | I | J | K | L     | M    | N | O | P       | Q         | R | S | T | U | V | W     | X    | Y | Z       | AA        | AB | AC |
|----|---------|-----------|---|---|---|---|-------|------|---|---|---------|-----------|---|---|---|---|---|-------|------|---|---------|-----------|----|----|
| 31 | £48.36  | £2,321.28 |   |   |   |   | 44.50 | 3.50 |   |   | £48.36  | £2,152.02 |   |   |   |   |   | 45.50 | 2.50 |   | £48.36  | £2,200.38 |    |    |
| 32 | £41.06  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £41.06  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £41.06  | £0.00     |    |    |
| 33 | £27.15  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £27.15  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £27.15  | £0.00     |    |    |
| 34 | £38.55  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £38.55  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £38.55  | £0.00     |    |    |
| 35 | £31.03  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £31.03  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £31.03  | £0.00     |    |    |
| 36 | £18.71  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £18.71  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £18.71  | £0.00     |    |    |
| 37 | £22.58  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £22.58  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £22.58  | £0.00     |    |    |
| 38 | £22.58  | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £22.58  | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £22.58  | £0.00     |    |    |
| 39 | £114.41 | £114.41   |   |   |   |   | 1.00  | 0.00 |   |   | £114.41 | £114.41   |   |   |   |   |   | 1.00  | 0.00 |   | £114.41 | £114.41   |    |    |
| 40 | £3.15   | £0.00     |   |   |   |   | 0     | 0.00 |   |   | £3.15   | £0.00     |   |   |   |   |   | 0     | 0.00 |   | £3.15   | £0.00     |    |    |
| 41 | £0.00   | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £0.00   | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £0.00   | £0.00     |    |    |
| 42 | £0.00   | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £0.00   | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £0.00   | £0.00     |    |    |
| 43 | £0.00   | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £0.00   | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £0.00   | £0.00     |    |    |
| 44 | £0.00   | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £0.00   | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £0.00   | £0.00     |    |    |
| 45 | £0.00   | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £0.00   | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £0.00   | £0.00     |    |    |
| 46 | £0.00   | £0.00     |   |   |   |   | 0.00  | 0.00 |   |   | £0.00   | £0.00     |   |   |   |   |   | 0.00  | 0.00 |   | £0.00   | £0.00     |    |    |
| 47 |         | £2,332.69 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 48 |         |           |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 49 |         | £45.00    |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 50 |         | £2,750.00 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 51 |         |           |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 52 |         | £5,127.69 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 53 |         | £2,377.69 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 54 |         | £475.54   |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 55 |         | £5,603.23 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 56 |         |           |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 57 |         | £2,750.00 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 58 |         |           |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 59 |         | £2,853.23 |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |
| 60 |         |           |   |   |   |   |       |      |   |   |         |           |   |   |   |   |   |       |      |   |         |           |    |    |

We aim to deal with requests for review within 20 working days of receipt.

If you remain dissatisfied with the determination you may request formal written reasons within 21 days of receipt of the notification of the redetermination.

A request for written reasons must be sent via email to [poca@justice.gov.uk](mailto:poca@justice.gov.uk)

### Next steps if you remain dissatisfied following a review

If you remain dissatisfied following a review you can request written reasons. You must do this within 21 days of receipt of the notification of the redetermination.

Email requests for written reasons to [poca@justice.gov.uk](mailto:poca@justice.gov.uk)



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