

Dear Legal Aid Group Member,

Further to Stephen Barker's presentation at our seminar yesterday, below is the LAA e-mail alert on 30 November 2017 (also included in the LAA bulletin emailed the same day and included in the LAPG Update 1 on 10 January 2018) which announced the extension of the LAA's claim fix service for specific document requests regarding claims (i.e. *not* the initial automated requests) from case workers which the provider believes to be incorrect.

Steve Starkey, Head of Civil Operations, (via Stephen Barker) has today confirmed that as well as claims believed to be incorrectly rejected, the claim fix email LAcivilclaimfix@legalaid.gsi.gov.uk can also be used in the following two scenarios where document request challenges can be referred to claimfix are as follows:

- 1) LAA has requested something already provided
- 2) What has been requested is simply unnecessary to process this claim... i.e. 'why have they requested!?'

The original bulletin misleadingly said that this would only concern document requests where the document had already been supplied and the claim rejected.

Regards,

Paul Seddon
ACL Legal Aid Group



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From: GOV.UK [<mailto:GOVUK@public.govdelivery.com>]

Sent: 30 November 2017 10:58

To: Paul Seddon <paul.seddon@seddoncosts.com>

Subject: Civil news: extension of 'civil claim fix service'

 GOV.UK

Email alert



Civil news: extension of 'civil claim fix service'

10:56am, 30 November 2017 First published.

Upgraded 'civil claim fix service' now covers document requests where the provider believes information has already been submitted.



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