

Dear ACL LAG Member

The LAA have authorised circulation of the attached report which this time runs only to 87 pages. It is the latest operations report and you will find the relevant parts as to costs from page 39 onwards. Please note the file handler tips which have been compiled from internal comments of the file handlers as to their most tiresome issues. They make interesting reading. Please feel free to share this with your clients and colleagues.

If anyone had had bills rejected in recent weeks because of the failures of CCMS please complain to civil fix and ask for any rejects to be taken off the KPI list.

If you have any specific feedback on how CCMS or the LAA billing process is/is not working for you do get in touch at any time.

Kind regards

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Co-Chair ACL LAG



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