

# News story: Civil news: contacting the exceptional and complex cases team

From:

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Calls to the Exceptional and Complex Cases team will be automatically diverted to the customer services team from 13 February 2017.

Our customer services team will be handling calls made to the Exceptional and Complex Cases (ECC) team from 13 February 2017.

The number for the customer services team is 0300 200 2020.

Calls made to the following teams will be automatically diverted for the next two months to 0300 200 2020:

- National Immigration and Asylum Team – 020 3334 5900
- High Cost Cases Brighton – 01273 878870
- High Cost Cases London – 0203 334 5750
- Exceptional Case Funding Team – 020 3334 6060

After 2 months the individual team numbers will no longer be diverted and you will need to dial 0300 200 2020.

This change will simplify contacting the Legal Aid Agency and free up more resource for casework.