

**I can't use/don't have a phone or internet access – what should I do?**

You can ask a member of your family or a friend to help you or you can go to an advice agency e.g. a Citizens Advice Bureau. They may be able to contact the advice line or go online for you. Look in your local Yellow Pages or ask at your local court to find out where your nearest advice agency is.

**I don't think the way I'll get advice (by telephone/online/post) is best for me - what can I do?**

If you qualify for legal aid and are unhappy about the decision about how you are going to get advice, you can ask for the decision to be looked at again. Just tell the specialist adviser that you disagree and want a review.

**What support is there for me to use Civil Legal Advice?**

Civil Legal Advice can support you to speak to them, for example:

- you can also ask for a call back from the advice line;
- if English is not your first language, there is a free translation service, including Welsh and British Sign Language;
- someone can always talk on your behalf;
- a freepost service will be available; or
- if you are assessed as needing face-to-face advice, this will be arranged.

## **5. Useful information**

You can email if you're unhappy about the service you've received at - [emailhelp@civillegaladvice.org.uk](mailto:emailhelp@civillegaladvice.org.uk)

Find out more about legal aid at [www.gov.uk/legal-aid](http://www.gov.uk/legal-aid)



**Ministry of  
JUSTICE**

**Legal aid in debt,  
discrimination and special  
educational needs cases -**

**A summary of what you  
need to do**

## 1. About this guide

If you need Legal Aid for a Debt (meaning you may lose the home you own), Education or Discrimination problem, contact Civil Legal Advice, a national advice line for England and Wales.

**Legal Aid is help from the government to pay for legal advice, mediation or a lawyer in a court or tribunal, if you can't afford one.**

This guide tells you about the advice line and gives essential information about using it.

For information about other types of problems legal aid might cover, go to - [www.gov.uk/legal-aid](http://www.gov.uk/legal-aid)

## 2. How do I find out if I qualify for Legal Aid?

It's a simple process - go online to check if you are eligible.

**Go to:**  
[www.gov.uk/check-legal-aid](http://www.gov.uk/check-legal-aid)  
**- Available 24 hours a day / 7 days a week**

If you don't have access to the internet, the Civil Legal Advice line number is: **0845 345 4 345** (Text relay 0845 609 6677)

- The advice line is open Monday to Friday, 9am - 8pm, and Saturday, 9am - 12.30pm.
- Calls will cost approximately 4p per minute from a BT landline; calls from mobiles may be more. (You can also ask the advice line to call you back.).
- Text 'legalaid' and your name to 80010. They will call back within 24 hours.

First, you will speak to an operator who will ask you some questions about yourself and your problem.

You will need to give details of you and your partner's benefits, income, savings and spending, and National Insurance numbers. You will have to send us evidence of what you have told us later. Try to have this to hand.

If you do qualify for legal aid, and Civil Legal Advice can help, you will be transferred to a specialist adviser immediately.

If you don't qualify, you will be told about other sources of help.

## 3. How will I get advice?

If you qualify for legal aid, in **debt, discrimination or special educational needs** cases, you will normally get advice (known as legal help) from a Civil Legal Advice specialist adviser over the phone, online or by post.

Your adviser will assess whether this is the best way for you to receive advice. If not, they can refer you to a face-to-face legal adviser in your region. You can make an appointment to go and see them, but you may have to wait a few days.

## 4. Frequently asked questions

### Does everyone have to go online or phone the advice line?

No. If your problem is about debt (meaning you may lose the home you own), discrimination or your child's special educational needs at school/college, you can go direct to a legal aid advice provider for legal help in your region if you:

- are a child - under 18;
- are deprived of your liberty (for example because you are in detention, a prison or a secure hospital); or
- have gone online/spoken to the advice line in the past 12 months, were told you could go to a face to face adviser and now have another problem linked to the original one.

You can also contact a legal aid advice provider direct if you know that you only need legal representation (not legal help).