

## Where to get legal advice

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There may be times when you need to seek legal advice but would rather not use a solicitor, which can be very expensive. There are other organisations that may be able to offer free advice and information to help you to solve any problems that you are experiencing.

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## Local legal advice

There are several organisations that provide legal advice in Newcastle.

[Citizens Advice Newcastle](#) can give you free, confidential, impartial and independent information and advice on a wide range of subjects. They can work with you to sort out your debt worries and to claim all of the benefits you may be entitled to. They can help with housing and employment problems, or deal with queries about consumer or tax issues. They can also advise on legal matters, answer questions about immigration, and have lots of experience on family and personal matters too.

[North East Law Centre](#) provides free confidential legal advice to people on a low income in Newcastle. Call them to make an appointment, during one of the times below or contact them online. They offer free telephone advice on:

- Family Law: Monday 10am to 1pm
- Welfare Benefits: Tuesday 10am to 12pm
- Education Law: Tuesday 1pm to 2pm
- Immigration and Asylum Law: Wednesday 1.30pm to 4.30pm
- Employment Law: Thursday 2pm to 4pm
- EU Settlement Scheme and complex cases: Friday 10am to 1pm
- Discrimination Law

[The Student Law Office](#) is a legal advice centre where law students deal with cases under the supervision of qualified lawyers. They can offer free independent, confidential advice and representation in many areas of law, including:

- Employment
- Housing
- Consumer
- Business Advice
- Family
- Welfare benefits
- Crime and Miscarriages of Justice
- Human Rights
- Civil
- Prison Law
- Charities

Please note that the Student Law Office can only take on cases during the academic year, which is from October to May. Outside of these times, the students are away and they have limited cover. Also, they can not guarantee to be able to take on all cases.

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## Disability Legal Advice

The [Disability Law Service](#) supports people with a disability for free on matters such as community care, welfare benefits and housing as well as employment law and access to work.

[Disability Rights UK](#) has legal information relating to Appeals, Acts and the latest Bills through Parliament

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## Trade Unions

Trade Unions exist to represent the voice and rights of employees. There are a number of unions across the country for different professions and industries.

As a member of a trade union you can access legal advice and representation. Depending on your job you may be a paid member of a union such as:

- [Tyne and Wear Centre Against Unemployment](#)
- [Unison](#)
- [Usdaw](#)

If you are not yet a member of a trade union [The TUC \(Trades Union Congress\)](#) can help you to find the right trade union for you to represent and support you in the workplace. They have an online trade union finder and a northern office. They also offer training, events and campaigning.

Read more on [problems at work on InformationNOW](#)

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## Finding a Solicitor

[The Law Society](#) is the representative body for solicitors in England and Wales. Their website has a facility which enables you to search for a law firm in your area that can help with your particular legal issue. They also deal with complaints about solicitors.

[Solicitors for the Elderly](#) is a national organisation of lawyers, such as solicitors, barristers, and legal executives, who are committed to providing and promoting robust, comprehensive and independent legal advice for older people, their family and carers. They can provide expert advice in many areas of law including wills and probate, Power of Attorney, housing, and long-term care.

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## Other sources of legal advice

There are websites that can offer a wide range of advice and information about legal matters. You may wish to read about the subject that you are interested in before seeking advice from a solicitor or other organisation. [Citizens Advice website](#) is a good starting point.

[Rights of women](#) give free legal advice and information to women on legal issues including: sexual violence, immigration and asylum, divorce, relationship breakdown, child contact, the criminal justice process and sexual harassment at work. They have 4 free telephone helplines.

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## European Union Settlement Scheme (EUSS)

See the [EU Settlement Scheme](#) information and support.

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## Housing legal advice

[Shelter North East](#) have specialist advisers who can provide you with information on your legal rights under housing law. They provide free, confidential and expert advice to support people who are experiencing housing problems. The trained advisers will be able to inform you of your legal rights,

explain your options and provide advocacy to help you to liaise with landlords and the local authority etc.

Read more about [problems with your neighbours](#) or [problems with your landlord or housing issues](#) on InformationNOW

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## Medical accidents

[Action against Medical Accidents \(AvMA\)](#) provide free independent advice and support to people affected by medical accidents (lapses in patient safety) through their specialist helpline, written casework and inquest support services. They can refer to accredited clinical negligence solicitors if appropriate. They also work in partnership with health professionals, the NHS, government departments, lawyers and, most of all patients, to improve patient safety and justice.

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## Survivors of abuse

[Finding Legal Options for Women Survivors, \(FLOWS\)](#) offers free legal advice and support to: front-line workers working with women responding to domestic abuse and women who are victims of abuse.

Read more about [domestic abuse and local support available](#) on InformationNOW.

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## Financial help available

### Legal Aid

[Legal Aid](#) helps with the costs of legal advice for people who can't afford it. If you need help with the costs of legal advice, you can apply for Legal Aid. Whether you will receive it will depend upon:

- the type of legal problem you have;
- your income (how much you earn) and how much capital (money, property, belongings) you have;
- whether there is a reasonable chance of winning your case and whether it is worth the time and money needed to win.

To find out if you are eligible for legal aid visit [www.gov.uk](http://www.gov.uk).

[Civil Legal Advice](#) can provide you free and confidential legal advice if you're eligible for legal aid.

### Not Eligible for Legal Aid?

If you are not eligible for Legal Aid there are local organisations mentioned above who may be able to help with free advice or put you in touch with your local Law Centre. You can also visit the national websites below.

- [Advicenow](#) is an independent, not-for-profit website providing helpful information on rights and legal issues for the general public. They provide an information service which draws together the best information available and produce their own guides.

- [Law Centres Network](#) can help you to find legal help in your local area. All Law Centres offer face-to-face legal advice to local residents, and some run a telephone advice line. Some Law Centres also provide advice to community groups on issues such as legal structure and governance.

The information on this website is for general guidance on your rights and responsibilities and is not legal advice. If you need more details on your rights, or legal advice about what action to take, please contact an adviser or solicitor.

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## Support through the court process

[Support Through Court](#) do not provide legal advice but do offer support and guidance before, during, and after court. They ensure that those facing court alone feel prepared and supported in accessing justice.

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## Other useful information

- Age UK's [Help with legal advice](#)

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## Useful organisations

### Action against Medical Accidents (AvMA)

Email: [advice@avma.org.uk](mailto:advice@avma.org.uk)

Website: [avma.org.uk](http://avma.org.uk)

Helpline: 0845 123 23 52

Address: Freedman House , CR0 1QG

### Advicenow

Website: [advicenow.org.uk](http://advicenow.org.uk)

Address: Law for Life: the Foundation for Public Legal Education , SE1 7NJ

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### Citizens Advice

Website: [adviceguide.org.uk](http://adviceguide.org.uk)

Tel: 03444 111 444

Helpline: 0800 144 8 444

Address: Citizens Advice , EC1A 4HD

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### Citizens Advice Newcastle (CAN)

Website: [citizensadvice-newcastle.org.uk](http://citizensadvice-newcastle.org.uk)

Helpline: 0808 278 7823

Address: 4th Floor, City Library , NE1 8AX

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### Citizens Advice Northumberland

Website: [citizensadvicenorthumberland.org.uk](http://citizensadvicenorthumberland.org.uk)

Tel: 0800 144 8848

Address: Post Office Chambers , NE63 8RH

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### Civil Legal Advice

Website: [gov.uk/civil-legal-advice](http://gov.uk/civil-legal-advice)

Helpline: 0345 345 4 345

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### **Disability Law Service**

Tel: 0207 791 9800.

Address: The Foundry , SE11 5RR

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### **Disability Rights UK**

Email: [enquiries@disabilityrightsuk.org](mailto:enquiries@disabilityrightsuk.org)

Website: [disabilityrightsuk.org](http://disabilityrightsuk.org)

Tel: 0330 995 0400

Helpline: Check their website for different Helpline numbers

Address: Plexal, 14 East Bay Lane , E20 3BS

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### **Finding Legal Options for Women Survivors (FLOWS)**

Email: [flows@rcjadvice.org.uk](mailto:flows@rcjadvice.org.uk)

Website: [flows.org.uk](http://flows.org.uk)

Tel: 0203 745 7707

Helpline: 0203 745 7707

Address: 4th Floor First Avenue House , WC1V 6NP

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### **GOV.UK**

Website: [gov.uk](http://gov.uk)

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### **Law Centres Network**

Website: [lawcentres.org.uk](http://lawcentres.org.uk)

Tel: 020 367 1330

Address: Floor 1 , WC1H 9NA

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### **Law Society**

Email: [regionalsupport@lawsociety.org.uk](mailto:regionalsupport@lawsociety.org.uk)

Website: [lawsociety.org.uk](http://lawsociety.org.uk)

Tel: 020 7242 1222

Address: The Law Society's Hall , WC2A 1PL

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### **Legal Ombudsman**

Email: [enquiries@legalombudsman.org.uk](mailto:enquiries@legalombudsman.org.uk)

Website: [legalombudsman.org.uk](http://legalombudsman.org.uk)

Helpline: 0300 555 0333

Address: PO Box 6806 , WV1 9WJ

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### **Newcastle Women's Aid**

Email: [office@newcastlewomensaid.org.uk](mailto:office@newcastlewomensaid.org.uk)

Website: [newcastlewomensaid.org.uk](http://newcastlewomensaid.org.uk)

Tel: 0191 261 0504

Helpline: 0800 923 26 22

Address: Newcastle Womens Aid , NE6 1HZ

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### **North East Law Centre**

Email: [reception@nelawcentre.co.uk](mailto:reception@nelawcentre.co.uk)

Website: [nelawcentre.co.uk](http://nelawcentre.co.uk)

Tel: 0191 230 4777

Helpline: 0191 230 4777

Address: MEA House , NE1 8XS

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### **Northumbria University Student Law Office**

Email: [la.studentlawoffice@northumbria.ac.uk](mailto:la.studentlawoffice@northumbria.ac.uk)

Website: [northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office](http://northumbria.ac.uk/about-us/academic-departments/northumbria-law-school/study/student-law-office)

Tel: 0191 227 3909

Address: Northumbria University , NE1 8ST

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### **Rights of women**

Email: [info@row.org.uk](mailto:info@row.org.uk)

Website: [rightsofwomen.org.uk](http://rightsofwomen.org.uk)

Tel: 020 7251 6577

Helpline: 020 7490 0152

Address: 52-54 Featherstone Street , EC1Y 8RT

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### **Shelter**

Email: [shelternortheast@shelter.org.uk](mailto:shelternortheast@shelter.org.uk)

Website: [shelter.org.uk](http://shelter.org.uk)

Helpline: 03301 755 121

Address: 140-150 Pilgrim Street , NE1 6TH



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### **Solicitors for the Elderly**

Email: [admin@sfe.legal](mailto:admin@sfe.legal)

Website: [sfe.legal](http://sfe.legal)

Tel: 0844 567 6173

Address: Studio 209, MillStudio Business Centre , SG12 9PY

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### **Support Through Court**

Email: [newcastle@supportthroughcourt.org](mailto:newcastle@supportthroughcourt.org)

Website: [supportthroughcourt.org](http://supportthroughcourt.org)

Tel: 0191 261 8016

Address: 1st Floor , NE1 3LA

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### **TUC (Trades Union Congress)**

Email: [info@tuc.org.uk](mailto:info@tuc.org.uk)

Website: [tuc.org.uk](http://tuc.org.uk)

Tel: 0191 227 5550

Address: TUC 1st Floor , NE1 8TW

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### **Tyne & Wear Centre Against Unemployment**

Email: [enquiries.twcau@gmail.com](mailto:enquiries.twcau@gmail.com)

Tel: 0191 580 0186

Address: Commercial Union House , NE1 6QE

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### **Unison**

Website: [unison.org.uk](http://unison.org.uk)

Tel: 0800 0 857 857

Helpline: 0800 171 2194

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### **Usdaw**

Email: [Newcastle@usdaw.org.uk](mailto:Newcastle@usdaw.org.uk)

Website: [usdaw.org.uk](http://usdaw.org.uk)

Tel: 0191 296 5333

Address: 2 Hedley Court, , NE29 7ST

