





## FREE PRIMARY LEGAL AID (FPLA)

- Providing legal information, consultations, and clarifications on legal issues.
- Making applications, complaints, and other legal documents (except documents of a procedural nature).
- Assistance in providing access to secondary legal aid and mediation.

ANY PERSON has the right to FPLA.

! It is not necessary to provide identity documents to get advice or clarification on legal issues.



## FREE SECONDARY LEGAL AID (FSLA)

- Defence.
- Representation of the interests of persons having the right to FSLA in courts, other state authorities, bodies of local self-government, before other persons.
- Drafting procedural documents.

CERTAIN CATEGORIES OF PERSONS, defined by the Law of Ukraine «On Free Legal Aid» (hereinafter – the Law) have the right to FSLA

First and foremost, these are persons with low-income and physically disabled persons whose income does not exceed the limit established by the Law, veterans of war and other categories of persons covered by the Law of Ukraine «On the Status of War Veterans, Guarantees of their Social Protection», internally displaced persons, children, people affected by domestic violence or gender-based violence, and other categories defined by the Law. To confirm the right to FSLA, a person shall provide relevant documents.

! An application for the provision of FSLA is filed in the state language.



## PROVIDING LEGAL CONSULTATIONS

- Through a single contact center 0 800 213 103.
- At any local center or legal aid office.
- At mobile and remote point.

Such off-premise receptions are held in remote villages, settlements, amalgamated territorial communities, medical and educational institutions, employment centers and Administration Service Centers, military units and hospitals, etc. Physically disabled persons, single elderly persons, persons with disabilities, persons who cannot move independently can receive targeted free legal aid (hereinafter – FLA).



## APPOINTMENT OF AN ATTORNEY/EMPLOYEE OF THE CENTRE

IN CIVIL AND ADMINISTRATIVE CASES in order to appoint an attorney/employee of the centre to represent interests of persons having the right to FSLA, in particular, in courts, and to draft procedural documents, you need to contact any local center (regardless of the place of residence or place of stay).

! You can apply for FLA either personally or through an authorized representative.

DETENTION OR ARREST is communicated to a regional center, through the single contact center, for the appointment of an attorney.

IN CRIMINAL PROCEEDINGS an attorney of the FLA system is involved in the defence as intended in cases provided by the law.

A suspect, accused in criminal proceedings, who, due to lack of funds or for other objective reasons, can not bring a defence lawyer themselves, shall apply for involvement of a defence lawyer. The request is addressed to the prosecutor, investigator, or investigating judge or court.

Victims and witnesses in criminal proceedings have the right to receive FSLA if they belong to one of the categories defined by the law.

Convicts sentenced to custodial punishments, detention in a military penal battalion, or custodian restraint, have the right to FSLA.



## AVAILABLE RESTRICTIONS AND CONDITIONS

FSLA to separate legal subjects is granted NOT MORE THAN 6 TIMES during the budget year and not more than by six orders simultaneously.

In case of involvement of another (private) defence lawyer or representative in a case in which the FSLA is provided, the provision of such aid shall be terminated.

! The provision of FSLA may be denied if the right to such aid is lacking, or the requirements for the protection or restoration of rights are unlawful, and in other cases provided by the law.



## QUALITY OF FREE LEGAL AID

When providing FSLA, it is mandatory to comply with the established QUALITY STANDARDS of the provision of such aid.

The quality of the provision of FSLA by attorneys is evaluated by commissions, formed by Bar Councils of the regions.

Complaints on poor attorney's legal aid are to be brought to the Bar Council of the respective region.

! Cases of inappropriate, according to clients, attitude of employees of the centers or attorneys who provide FSLA, unlawful requests for payment of legal services, etc. should be reported to the respective center.

Customers pay for court fees, as well as for examinations, postal expenses, etc. in their respective proceedings.

COMMON CONTACT CENTER

[ 0 800 213 103

round the clock • free in Ukraine