

Legal Aid Information For Hastings, Prince Edward and Lennox & Addington Counties

What you need	Who to call / Where to go	What they do
<p>Legal Advice (Family and Criminal Law Only)</p> <p>For other areas of law, see last page for clinic information.</p>	<p>Family Law Information Centres http://www.attorneygeneral.jus.gov.on.ca/english/family/infoctr.asp</p> <p>Belleville: Century Place, 199 Front Street, Suite 402 Fridays, 9:00 am to 1:00 pm</p> <p>Napanee: Court House, 41 Dundas Street West Wednesdays & Fridays, 10:00 am to 12:30 pm</p> <p>Legal Aid Client Service Centre line 1-800-668-8258, TTY (for the Deaf): 1-866-641-8867 http://www.legalaid.on.ca/en/getting/callus.asp Monday to Friday, 8:00 am to 5:00 pm</p> <p>Legal Aid Advice Clinic (Napanee Legal Aid Office) 1-866-294-0658 or 613-354-4773, TTY: 1-866-641-8867 116 John Street, 3rd Floor Every Wednesday between 2:30-4:00pm Drop-in clinic, first come, first serve.</p> <p>See Duty Counsel (family or criminal court) http://www.legalaid.on.ca/en/getting/helpinthecourtroom.asp Duty counsel are private bar or Legal Aid staff lawyers who can give immediate legal assistance to low-income people who appear in court without a lawyer. They are available in every courthouse in Ontario.</p> <p>Queen's Legal Aid (for residents of Lennox & Addington only) 613-533-2102 Queen's University, Room 406, MacDonald Hall 128 Union Street, Kingston Monday – Thursday 8:30 am – 4:30 pm Wednesday 7:00 – 9:00 pm; Friday 1:00 – 4:30 pm Napanee office: 116 John Street, 3rd Floor Tuesdays 1-3 pm (by appointment)</p>	<ul style="list-style-type: none"> • Drop in centre, first come, first serve • Speak to family law lawyer for summary advice • You can bring in papers to be reviewed, ask for advice <ul style="list-style-type: none"> • You can get advice from an advice lawyer over the phone on either family or criminal matters <ul style="list-style-type: none"> • See advice lawyer on general, family or criminal matters • Bring paperwork for review <ul style="list-style-type: none"> • See duty counsel for advice <u>before</u> your court appearance that day – they will assist you this day only • Duty counsel cannot assist in with trials. <ul style="list-style-type: none"> • Advice for criminal summary conviction, small claims court and consumer and debt matters • Affidavits, Notary Public
<p>Legal Information (Family Law)</p>	<p>Legal Aid website page on Family Law Resources: http://www.legalaid.on.ca/en/getting/type_family.asp</p> <p>Legal Aid's Family Law Information Program (FLIP) http://www.legalaid.on.ca/en/getting/flip.asp</p> <p>Family Law Education for Women (FLEW) http://onefamilylaw.ca/</p> <p>Ministry of Attorney General – Family Law page http://www.attorneygeneral.jus.gov.on.ca/english/family/</p>	<ul style="list-style-type: none"> • General legal information • (List of links available on CALC website at www.communitylegalcentre.ca/referrals/Family_Law.htm)

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<p>To Apply for a Legal Aid Certificate</p> <p>(take this certificate to a private bar lawyer who accepts certificates to represent you)</p>	<p>Legal Aid Client Service Centre 1-800-668-8258; TTY (for the Deaf): 1-866-641-8867 Monday to Friday, 8:00 am to 5:00 pm</p> <p>Call before 11:00 a.m. or after 3:00 p.m. to reduce wait time.</p> <p>After applying, you will receive a written notice within 2 weeks. (If refused, the notice will state if you have the right to appeal and where to send your appeal. See next page for how to appeal.)</p>	<ul style="list-style-type: none"> • Applications will be taken over the phone • You can also call this number for a reassessment if you were refused due to income and your income has now gone down
	<p>Justice on Target (Court Based Services) – Criminal Court Matters</p> <p>Belleville: Belleville Criminal Court 15 Victoria Avenue Thursdays 9:00 am – 1:00 pm 613-969-8107</p> <p>Napanee: Napanee Court 41 Dundas Street West Every other Monday (Youth Court) from 9:00 am – 12:00 pm Tuesdays 9:00 am – 12:00 pm 613-354-5450, ext 342</p> <p>Kingston: Kingston Criminal Court 279 Wellington Street East Mondays & Tuesdays, 8:30 – 11:30 am 613-548-6988</p> <p>Cobourg: Northumberland County Court 860 William Street Every other Monday (Youth Court) from 8:45 am – 3:00 pm Wednesdays 8:45 am – 3:00 pm 905-373-1498</p>	<ul style="list-style-type: none"> • Applications are taken at the court house • Family law applications may also be taken – depending on volume
	<p>High Needs Clients or Clients without a phone</p> <p>The clinic or a service provider will call the Napanee Legal Aid Office or the Peterborough District Office to make an appointment for a local assessment officer to see them.</p> <p>Napanee: 1-866-294-0658, open 9:00-4:30 Peterborough: 1-888-828-3827, open 8:00-4:00 Deaf Clients: TTY: 1-866-641-8867</p>	<ul style="list-style-type: none"> • An assessment officer will meet with you in person to complete the application.

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<p>To Appeal a Legal Aid decision</p> <p>(refused a legal aid certificate, disagree with terms of a contribution agreement, object to cancellation of a certificate).</p>	<p>Legal Aid Ontario Area Committee http://www.legalaid.on.ca/en/getting/appeal.asp</p> <p>If you disagree with a decision Legal Aid has made, submit a letter of appeal to the area committee at the District Office. Your notice of decision should tell you where to send your appeal.</p> <p>You must include the following information in your letter:</p> <ul style="list-style-type: none"> • Your name • Your client number – at the top of the decision notice • Your current mailing address and phone number • The reasons for your appeal <p>If you need more information about what to submit with your appeal, call the office listed on the notice or call Legal Aid at 1-800-668-8258. Fax or mail your letter to the office on your notice.</p>	<ul style="list-style-type: none"> • Appeals are based on your written information. You cannot attend a hearing in person. • Appeals will <u>not</u> be considered if received by Legal Aid more than 15 days from date of the notice of refusal or cancellation you received. • You will receive the outcome in writing. If you do not receive written notice of the decision within 10 days, call Legal Aid at 1-800-668-8258.
<p>Appeal a Legal Aid Area Committee Decision</p>	<p>Legal Aid Ontario Provincial Appeals Department http://www.legalaid.on.ca/en/getting/appeal.asp</p> <p>If you disagree with an area committee decision, you can appeal to the provincial appeals department in Toronto.</p> <p>Submit a letter or notice of appeal, giving all reasons for the appeal. Information about where to appeal is included in the decision of the area committee.</p>	<ul style="list-style-type: none"> • The director of appeals reviews your letter or notice and all information considered by the area committee before making a decision. • The director of appeals then assesses the case and sends a written decision by mail, usually within 2 weeks of receiving complete information. • The decision of the director of appeals is final, with no further right of appeal.

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<p>Complain about Legal Aid's service</p>	<p>Legal Aid Ontario Complaints Department – 1st stage 1-866-874-9786 or complaints@lao.on.ca http://www.legalaid.on.ca/en/getting/complaints.asp</p> <p>If you are unhappy with the service received from Legal Aid Ontario or a legal aid lawyer, you have the right to complain.</p> <p>Contact the Complaints Department if you would like to file a written complaint or leave a message about your complaint.</p> <p>Complaints made on behalf of a current or former client should be addressed in writing to the attention of the Legal Aid District Office.</p> <p>There is a downloadable complaint form online at: http://www.legalaid.on.ca/en/getting/downloads/complaint_form.pdf</p> <p>Durham-Frontenac District Office Attention: Wendy Bird, District Area Director 384 Water Street, Peterborough 1-888-828-3827 or 705-743-5430 Open Monday to Friday, from 8:00 am – 4:00 pm.</p>	<p>District Office Complaints:</p> <ul style="list-style-type: none"> • Legal Aid will first try to resolve complaints at the district office where the issue occurred, meaning the district area director is responsible for finding a solution. If the client's issue is with the director, the complaint will be sent directly to the regional vice president.
	<p>Legal Aid Ontario Complaints Department – 2nd Stage 1-866-874-9786 or complaints@lao.on.ca http://www.legalaid.on.ca/en/getting/complaints.asp</p> <p>If you are unhappy with the decision of the district area director, you can have the Complaints Department review your file.</p>	<ul style="list-style-type: none"> • The Complaints Department will look at how the issue was initially handled and collect any necessary additional information. • If the matter has not been resolved within one month, the complainant will receive a status letter.
<p>Legal Advice on other areas of law</p>	<p>Community Advocacy & Legal Centre 158 George Street, Level 1 Belleville, ON K8N 3H2</p> <p>Phone: 613-966-8686 or 1-877-966-8686 TTY for the Deaf: 613-966-8714 or 1-877-966-8714</p> <p>We provide referrals, legal advice, and legal representation. We also act as Tenant Duty Counsel at Landlord and Tenant Board.</p> <p>We also have satellite offices in Bancroft, Madoc, Napanee, Picton & Trenton.</p>	<ul style="list-style-type: none"> • Tenant Rights • Employment Rights • Workplace Safety & Insurance • Social Assistance • Criminal Injuries Compensation • Canada Pension Plan Disability • Special Education • Human Rights