



FREE LEGAL AID DIRECTORY FOR INTERNALLY DISPLACED AND CONFLICT-AFFECTED PEOPLE IN UKRAINE (DONETSKA OBLAST)

This legal aid directory has been developed by the Protection Cluster in Ukraine to provide information about free legal aid services for IDPs and the conflict-affected population, and to facilitate information sharing and legal aid referrals.

*For any queries regarding this legal aid directory, please contact:
UkraineInfoManagement@unhcr.org*

Main definitions

* All types of legal assistance:

- Civil documentation (birth, marriage, death).
- IDP registration.
- Housing, Land and Property (all property related issues, including property dispute and compensation).
- Access to social services.
- Freedom of movement.
- Access to financial assistance (including IDP payments and pensions).
- Court case assistance.
- Legal assistance to SGBV survivors.
- Other legal assistance.

** Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine:

- Provision of legal information; consultations and clarifications on legal issues.
- Preparation of applications, complaints and other legal documents, including procedural documents.
- Protection.
- Realization of representation of interests of the persons entitled to such assistance in courts, other state bodies, local authorities, before other persons.
- Access to electronic services of the Ministry of Justice of Ukraine.
- Mobile and remote access points to legal assistance.

The Free Legal Aid Directory for IDPs and Conflict-Affected People includes international and national organizations, as well as a network of national Free Legal Aid Centers providing primary and secondary legal assistance in line with the provisions of the 2011 Law of Ukraine on 'Free Legal Aid'. Free primary legal aid refers to assistance with access to law: consultation and explanation of legal issues; support in drafting legal requests, complaints and other legal documents (excluding procedural documents); as well as support accessing secondary legal aid and mediation. Free secondary legal aid refers to access to justice: representation of people in courts, as well as tribunals and other government bodies; and drafting procedural documents.

According to the Law of Ukraine on Free Legal Aid, primary legal assistance is provided to all citizens of Ukraine, while secondary legal assistance is provided only to certain categories of marginalized people.

The Free Legal Aid Directory does not list all government Free Legal Aid Centers. For a list of all centres, please consult the following websites:

- Coordination center: <http://www.legalaid.gov.ua/ua/kontakty>
- Regional Centers: <http://www.legalaid.gov.ua/ua/tsentry-z-nadannia-bezoplatnoi-vtorynnoi-pravovoi-dopomohy>
- Local Offices: <http://www.legalaid.gov.ua/ua/local-centres>

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Legal Aid Telephone Hotlines

All hotlines listed below have nationwide coverage.

№	ORGANIZATION	WEBSITE	TYPE(S) OF LEGAL ASSISTANCE PROVIDED	PHONE	OPERATING DAYS AND HOURS
1	All-Ukrainian Youth Public Organization "Vinnytsia Human Rights Group"	www.vpg.org.ua	All types of legal assistance*	38(067)7274670 Natalia 38(097)1432639 Kateryna 38(050)5297166 Roman	9:00 a.m. - 6:00 p.m. Monday - Friday
2	CF "Goreniye"	www.fgorenie.org	All types of legal assistance*	38(050)0445601 38(066)3555246 38(068)5699306 38(067)5626401 38(073)1063467 Skype: yurist.gorenie.dp yurist.gorenie.dn yurist.gorenie.zp yurist.gorenie.kh	9:00 a.m. - 5:00 p.m. Monday - Friday
3	Charitable Organization "Right to Protection"	www.r2p.org.ua	All types of legal assistance*	38(099)5075090 (int. 750,751) – incl. Viber 38(098)5976472 38(063)4968088 38(094)9056764	9:00 a.m. - 6:00 p.m. Monday - Friday
4	Chernihiv Public Committee for Protection of Human Rights	www.protection.org.ua	All types of legal assistance* Help in circulation in the European Court of Human Rights	38(0462)612532	10:00 a.m. - 5:00 p.m. Monday - Friday
5	Chuhuiv Human Rights Group	www.pereselenci.kh.ua	All types of legal assistance*	38(097)1793822	9:00 a.m. - 6:00 p.m. Monday – Friday

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6	Civil society organization "La Strada-Ukraine"	www.la-strada.org.ua	Civil documentation (birth, marriage, death) IDP registration Access to social services Freedom of movement Court case assistance Legal assistance to SGBV survivors Consultations regarding labor law (National hotline of prevention of domestic violence, human trafficking and gender-based discrimination)	38(800)500335 (free of charge from landlines phones for territory of Ukraine) 116123 (free of charge from mobile phones)	24/7
7	Civil society organization "La Strada-Ukraine"	www.la-strada.org.ua	Civil documentation (birth, marriage, death) IDP registration Access to social services Freedom of movement Court case assistance Legal assistance to SGBV survivors Consultations regarding labor law (National Children's hotline)	38(800)5005 (free of charge from landlines phones for territory of Ukraine) 116111 (free of charge from mobile phones)	12:00 a.m. - 4:00 p.m. Monday - Friday
8	Crimea SOS	www.krymsos.com	All types of legal assistance*	Kyiv: 38(063)0731619 38(095)0315397 Kherson: 38(095)2775355	10:00 a.m. - 7:00 p.m. Monday – Friday (callback for missed calls in non-working time)
9	Danish Refugee Council	www.drc.dk	All types of legal assistance*	380953642810	9:00 a.m. - 6:00 p.m. Monday - Friday
10	Donbas SOS, Non-Government Organization	www.donbasssos.org , www.fb.com/DonbassSOS/ online reception http://www.donbasssos.org/online_ua/	All types of legal assistance*	0 800 309 110 Viber: +38 093 500 69 18 Skype: login "Donbas SOS"	Monday - Friday: 9:00-21:00, Saturday -Sunday: 9:00-18:00
11	Egida Zaporizhzhya		Housing, Land and Property (all property related issues, including property dispute and compensation) Court case assistance	38(093)0021629	10:00 a.m. - 5:00 p.m. Monday - Friday

All types of legal assistance* - Civil documentation (birth, marriage, death); IDP registration; Housing, Land and Property (all property related issues, including property dispute and compensation); Access to social services; Freedom of movement; Access to financial assistance (including IDP payments and pensions); Court case assistance; Legal assistance to SGBV survivors; Other legal assistance.

			Other legal assistance		
12	Kharkiv Human Rights Protection Group	www.khpg.org	All types of legal assistance*	38(057)7006281 38(057)7006772 38(050)4053015	10:00a.m.-6:00p.m.
13	NGO "Stantsiya Kharkiv"	www.station.kharkov.ua	All types of legal assistance* Redirection of administrative services centers, centers providing legal services, the provision of information, which have been moved and state judicial authorities to uncontrolled territories, alimony, deprivation of parental rights, etc.	38(050)6904516	
14	NGO «Active citizen position»	www.facebook.com/groups/citizen1agp	Primary legal aid: assistance in armed conflict and military aggression victim status obtaining by adults and children; Housing, Land and Property (all property related issues, including property dispute and compensation); consultations of moral harm compensation; Civil documentation (birth, marriage, death); IDP registration; access to social services; freedom of movement; the order of permitting documents registration; access to financial assistance (including IDP payments and pensions); medical law consultations (free medical care right, the relationship between patients, medical personnel, medical institutions); consulting in education right (free preschool education right, free secondary and higher education, the state target support for students); access to public information, petition of citizens; basic legal literacy trainings; secondary legal aid: assistance with legal representation before courts; appeal to the European Court of Human Rights; supporting social groups of IDPs; other legal assistance. Advocacy.	38(067)6240042 38(044)2273539	10:00 a.m. - 6:00 p.m. Monday – Friday; 10:00 a.m. - 4:00 p.m. Saturday
15	Norwegian Refugee Council	www.nrc.no	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement	NRC Ukraine Hotline 0 800 302 007 Free of charge from all landline and mobile phones within Ukraine	9:00 a.m. - 5:00 p.m. Monday - Friday

All types of legal assistance* - Civil documentation (birth, marriage, death); IDP registration; Housing, Land and Property (all property related issues, including property dispute and compensation); Access to social services; Freedom of movement; Access to financial assistance (including IDP payments and pensions); Court case assistance; Legal assistance to SGBV survivors; Other legal assistance.

			Access to financial assistance (including IDP payments and pensions) Court case assistance		
16	PO "East Human Rights Group"	www.vpg.net.ua	All types of legal assistance*	380938432181 Pavlo 380956554395 Vira 380679441010 Ivan	24/7
17	PO "Legal and Political Research Centre "SIM"	www.centre7.org.ua	All types of legal assistance*	38(032)2432550 (available beyond working hours) 38(068)7547162 38(066)1059778	9:00 a.m. - 6:00 p.m. Monday - Friday
18	Public Initiative VOSTOK SOS	www.vostok-sos.org	All types of legal assistance*	38(050)8237702 38(066)6866512 38(098)8088193 38(093)2951827	10:00 a.m. - 7:00 p.m. Monday - Friday
19	Public Organization "Agency for Democratic Development of Donbas"	www.zminy-misto.com	All types of legal assistance*	38(066)7112613 38(063)5165361	24/7
20	United Nations High Commissioner for Refugees (UNHCR)	http://unhcr.org.ua/uk/	All types of legal assistance* <i>Please note: UNHCR hotline operators do not provide legal consultations. All legal assistance requests that come to the hotline are daily referred to Right To Protection (R2P) or The Tenth of April lawyers in respective offices in Ukraine. Lawyers call people back within three working days.</i>	0800307711	9:00 a.m. - 6:00 p.m. Monday – Friday.
21	Zaporizhzhya Public Organization "Lacho Drom"		Civil documentation (birth, marriage, death) IDP registration Access to social services Access to financial assistance (including IDP payments and pensions)	38(063)2840200	24/7

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Office consultations and mobile teams in Donetska oblast

No	ORGANIZATION	WEBSITE	METHOD OF PROVIDING LEGAL AID	TYPE(S) OF LEGAL ASSISTANCE PROVIDED	ADDRESS	PHONE	OPERATING DAYS AND HOURS
1	CF "Goreniye"	www.fgorenie.org	Mobile team	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement Access to financial assistance (including IDP payments and pensions) Court case assistance Legal assistance to SGBV survivors		38(050)0445601	
2	Charitable Organization "Right to Protection"	www.r2p.org.ua	Office consultation	All types of legal assistance*	Mariupol, 222 Italiyska Str.	38(099)5075090 (also Viber) 38(094)9056764 38(098)5976472 38(063)4968088	9:00a.m.-6:00p.m. Monday - Friday
3	Charitable Organization "Right to Protection"	www.r2p.org.ua	Office consultation	All types of legal assistance*	Kurakhove, 24, Sobornyi Ave.	38(099)5075090 (also Viber) 38(094)9056764 38(098)5976472 38(063)4968088	9:00a.m.-6:00p.m. Monday - Friday

All types of legal assistance* - Civil documentation (birth, marriage, death); IDP registration; Housing, Land and Property (all property related issues, including property dispute and compensation); Access to social services; Freedom of movement; Access to financial assistance (including IDP payments and pensions); Court case assistance; Legal assistance to SGBV survivors; Other legal assistance.

4	Charitable Organization "Right to Protection"	www.r2p.org.ua	Mobile team	All types of legal assistance*	South Donetska oblast	38(099)5075090 (also Viber) 38(094)9056764 38(098)5976472 38(063)4968088	
4	Charitable Organization "Right to Protection"	www.r2p.org.ua	Office consultation	All types of legal assistance*	Slovyansk, 28, Universitetska Str.	38(099)5075090 (also Viber) 38(094)9056764 38(098)5976472 38(063)4968088	9:00a.m.-6:00p.m. Monday - Friday
5	Charitable Organization "Right to Protection"	www.r2p.org.ua	Office consultation	All types of legal assistance*	Bahmut 83, Nezalezhnosti Str.	38(099)5075090 (also Viber) 38(094)9056764 38(098)5976472 38(063)4968088	9:00a.m.-6:00p.m. Monday - Friday
6	Charitable Organization "Right to Protection"	www.r2p.org.ua	Mobile teams	All types of legal assistance*	Northern Donetska oblast, Bahmut and Buhmut district	38(099)5075090 (also Viber) 38(094)9056764 38(098)5976472 38(063)4968088	

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7	Danish Refugee Council	www.drc.dk	Office consultation	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement Access to financial assistance (including IDP payments and pensions)	Sloviansk, 26 Tsentralna Street (former Karla Marksa)	38(095)3642810 38(063)5431585	9:00a.m.-4:00p.m. Monday - Friday
8	Danish Refugee Council	www.drc.dk	Office consultation	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement Access to financial assistance (including IDP payments and pensions)	Mariupol, 116a Italiyska Str,	38(095)8613095 38(073)12274 64	9:00a.m.-4:00p.m. Monday - Friday
9	Danish Refugee Council	www.drc.dk	Mobile team	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement		38(095)3642810 38(063)5431585 38(095)86130 95 38(073)1227464 38(093)1012550	9:00a.m.-4:00p.m. Monday - Friday

All types of legal assistance* - Civil documentation (birth, marriage, death); IDP registration; Housing, Land and Property (all property related issues, including property dispute and compensation); Access to social services; Freedom of movement; Access to financial assistance (including IDP payments and pensions); Court case assistance; Legal assistance to SGBV survivors; Other legal assistance.

				Access to financial assistance (including IDP payments and pensions)			
10	Donbas SOS, Non-Government Organization	www.donbasssos.org , www.fb.com/DonbassSOS/ online reception http://www.donbasssos.org/online_ua/	Mobile team	All types of legal assistance*		0800309110 Viber: 38(093)5006918 Skype: login "Donbas SOS"	
11	Kramatorsk Local Centre for Free Secondary Legal Aid	http://donetsk.legalaid.gov.ua/ua/mistsevi-tsenry/kramatorskyi-mistsevyi-tsentr-z-nadannia-bezoplatnoi-vtorynnoi-pravovoi-dopomohy	Office consultation	Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine**	Kramatorsk, Akademichna Str.,20	38(099)2669162	9:00a.m.-6:00p.m. Monday - Friday
12	Mariupol Center for Free Legal Aid	http://donetsk.legalaid.gov.ua/ua/mistsevi-tsenry/mariupolskyi-mistsevyi-tsentr-z-nadannia-bezoplatnoi-vtorynnoi-pravovoi-dopomohy	Office consultation	Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine**	Mariupol, Nakhimova Str.,82	38(067)4172249 38(050)9512881 38(0629)474695 0 800 213 103	9:00a.m.-6:00p.m. Monday - Thursday 9:00a.m.-4:45p.m. Friday Saturday - Sunday (at request only)
13	Norwegian Refugee Council	www.nrc.no	Office consultation	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement	Kramatorsk, Katerynychka Str.,13	NRC Ukraine Hotline 0 800 302 007 Free of charge from all landline and mobile phones within Ukraine	9:00 a.m. - 5:00 p.m. Monday - Friday

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				Access to financial assistance (including IDP payments and pensions) Court case assistance			
14	Norwegian Refugee Council	www.nrc.no	Mobile team	Civil documentation (birth, marriage, death) IDP registration Housing, Land and Property (all property related issues, including property dispute and compensation) Access to social services Freedom of movement Access to financial assistance (including IDP payments and pensions) Court case assistance		NRC Ukraine Hotline 0 800 302 007 Free of charge from all landline and mobile phones within Ukraine	9:00 a.m. - 5:00 p.m. Monday - Friday
15	Polish Humanitarian Action in partnership with CF "Child Smile"	www.pah.org.pl www.childsmile.org.ua	Office consultation	All types of legal assistance*	Bachmut, 13 Svobody Str.	38(050)3869450	9:00 a.m. - 5:00 p.m. Monday - Friday
16	Polish Humanitarian Action in partnership with CF "Child Smile"	www.pah.org.pl www.childsmile.org.ua	Mobile team	All types of legal assistance*	Bachmut rayon	38(050)3869450	
17	Polish Humanitarian Action in partnership with CF "Child Smile"	www.pah.org.pl www.childsmile.org.ua	Office consultation	All types of legal assistance*	Avdiivka, 6 Komunalna Str.	38(050)3869470	9:00 a.m. - 5:00 p.m. Monday - Friday
18	Polish Humanitarian Action in partnership with CF "Child Smile"	www.pah.org.pl www.childsmile.org.ua	Mobile team	All types of legal assistance*	Yasynuvata rayon	38(050)3869470	

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19	PO "East Human Rights Group"	www.vpg.net.ua	Office consultation	All types of legal assistance*	Svitlodarsk, Peremohy Ave., 1. The building of the city hospital, office of the trade union organization	380938432181	10:00 a.m. - 3:00 p.m., Monday - Friday
20	PO "East Human Rights Group"	www.vpg.net.ua	Mobile team	All types of legal assistance*		380968688502	
21	Public Initiative VOSTOK SOS	www.vostok-sos.org	Office consultation	All types of legal assistance*	Mariupol, Soborna Str. (Varhanova),9, "Azovintur", 3rd floor	38(068)6642104 38(099)2976434	9:00a.m.-6:00p.m. Monday - Friday
22	Public Initiative VOSTOK SOS	www.vostok-sos.org	Office consultation	All types of legal assistance*	Kramatorsk, Maiakovskoho Str.,9, Stroiteley", 1 floor, of. 4	38(068)6642106 38(099)2976432	9:00a.m.-6:00p.m. Monday - Friday
23	Public Initiative VOSTOK SOS	www.vostok-sos.org	Office consultation	All types of legal assistance*	Bakhmut, Kosmonavtiv Str., 6, 2nd floor	38(068)6642107 38(099)2976407	9:00a.m.-6:00p.m. Monday - Friday
24	Public Organization "Agency for Democratic Development of Donbas"	www.zminy-misto.com	Office consultation	All types of legal assistance*	Sloviansk, Svobody Str.,23a	38(066)7112613 38(063)5165361	9:00a.m.-6:00p.m. Monday - Friday
25	Regional Centre for Free Secondary Legal Aid in Donetsk and Zaporizhzhia Regions	http://donetsk.legalaid.gov.ua/ua/	Office consultation	Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine**	Mariupol, Zelynskoho Str.,27a	38(099)7682567 38(068)7811689 0800213103	9:00a.m.-6:00p.m. Monday - Friday

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26	Ukrainian Helsinki Human Rights Union	www.helsinki.org.ua	Office consultation	All types of legal assistance*	Mariupol, Admiral Lunin Str., 21, office 2	38(067)6210012	9:00a.m.-3:00p.m. Monday 2:00p.m.-6:00p.m. Thursday
27	Ukrainian Helsinki Human Rights Union	www.helsinki.org.ua	Office consultation	All types of legal assistance*	Kramatorsk, Katerinicha Str., 18-1H	38(098)2802922	10:00a.m.-4:00p.m. Tuesday-Thursday 10:00a.m.-6:00p.m. Wednesday
28	Ukrainian Helsinki Human Rights	www.helsinki.org.ua	Office consultation	All types of legal assistance*	Toretsk, Druzby Str., 24a	38(066)8124702	10:00a.m.- 4:00p.m. Tuesday, Thursday, Friday
29	Ukrainian Helsinki Human Rights Union	www.helsinki.org.ua	Office consultation	All types of legal assistance*	Pokrovsk, Mandryka (Frunze) Str.,6	38(095)6724575	9:00a.m.-4:00p.m. Monday, Wednesday, Thursday 12:00a.m.-1:00p.m. break
30	Ukrainian Helsinki Human Rights Union	www.helsinki.org.ua	Office consultation	All types of legal assistance*	Sloviansk, Vasylivska Str. (Zhovtnevoi Revoliutsii), 49	38(050)3242770 38(097)2504096	9:00a.m.-2:00p.m. Tuesday, Thursday, Saturday 1:00 p.m.-6:00 p.m. Monday, Wednesday, Friday

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