



## **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](mailto: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: <https://www.legalaid.gov.ua/kontakty/>
- Regional Centers: <https://www.legalaid.gov.ua/kontakty/region-centers>
- Local Offices: <https://www.legalaid.gov.ua/kontakty/local-centers>

## 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	Charitable Organization "Vostok SOS"	<a href="http://www.vostok-sos.org">www.vostok-sos.org</a>	All types of legal assistance*	38(068)8272895 38(095)3748270	10:00 a.m.-6:00 p.m. Monday-Friday
2	Charitable Organization "GORENIE"	<a href="http://www.fgorenje.org">www.fgorenje.org</a>	All types of legal assistance*	38(050)0445601 (also Viber) 38(068)5699306 (also Viber) Skype: yurist.gorenje.dp yurist.gorenje.dn yurist.gorenje.zp	9:00 a.m.-5:00 p.m. Monday-Friday
3	Charitable Organization "Right to Protection"	<a href="http://www.r2p.org.ua">www.r2p.org.ua</a>	All types of legal assistance*	38(099)5075090 38(068)5075090 38(093)5075090	9:00 a.m.-6:00 p.m. Monday-Friday
4	Danish Refugee Council	<a href="http://www.drc.dk">www.drc.dk</a>	All types of legal assistance*	38(095)3642810 38(063)5431585	10:00 a.m.-5:00 p.m. Monday-Friday
5	Norwegian Refugee Council	<a href="http://www.nrc.no">www.nrc.no</a>	All types of legal assistance*	0 800 302 007 (free of charge) 38(067)8294435 (also Viber)	10:00 a.m.-4:30 p.m. Monday-Friday
6	Civil society organization "Agency for Democratic Development of Donbas"	<a href="http://www.zminy-misto.com">www.zminy-misto.com</a>	All types of legal assistance*	38(066)7112613	10:00 a.m.-5:00 p.m. Monday-Friday
7	Civil society organization «Active citizen position»	<a href="https://www.facebook.com/groups/citizen1agp">www.facebook.com/groups/citizen1agp</a>	Primary legal aid	38(067)6240042 38(044)2273539	10:00 a.m.-6:00 p.m. Monday-Friday 9:00 a.m.-2:00 p.m. Saturday

**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.

8	Civil society organization "Donbas SOS"	<a href="http://www.donbasssos.org">www.donbasssos.org</a> , <a href="https://www.facebook.com/DonbassSOS/">www.fb.com/DonbassSOS/</a>	Primary legal aid	0 800 309 110 (free of charge) online <a href="http://www.donbasssos.org/online/">www.donbasssos.org/online/</a>	10:00 a.m.-7:00 p.m. Monday-Friday
9	Civil society organization "Crimea SOS"	<a href="http://www.krymsos.com">www.krymsos.com</a>	All types of legal assistance*	Kyiv: 38(063)0731619 38(095)03153977 38(096)6848847 38(095)5905238 Kherson: 38(095)2775355 Skype: krymsos_legal – for those who are in Crimea	10:00 a.m.-7:00 p.m. Monday-Friday
10	Civil society organization "Crimea Human Rights"	<a href="https://crimeahrg.org">https://crimeahrg.org</a>	Freedom of movement Crimea	38(067)2240173 (also Viber and WhatsApp)	10:00 a.m.-7:00 p.m. Monday-Friday
11	Civil society organization "La Strada-Ukraine"	<a href="http://www.la-strada.org.ua">www.la-strada.org.ua</a>	Legal assistance to people suffered from domestic violence, GBV and human trafficking	0 800 500 335 (free of charge) 116123 (free from mobile phones)	24/7
12	United Nations High Commissioner for Refugees (UNHCR)	<a href="https://www.unhcr.org/ua/">https://www.unhcr.org/ua/</a>	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>	0 800 307 711 (free of charge)	10:00 a.m.-6:00 p.m. Monday-Friday

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## Office consultations and mobile teams in Donetska oblast

№	ORGANIZATION	WEBSITE	МЕТОД НАДАННЯ ДОПОМОГИ	TYPE(S) OF LEGAL ASSISTANCE PROVIDED	ADDRESS	PHONE	OPERATING DAYS AND HOURS
1	Charitable Organization "Right to Protection"	<a href="http://www.r2p.org.ua">www.r2p.org.ua</a>	Office consultation	All types of legal assistance*	Mariupol, Myru st. ave.,39	38(099)5075090 38(068)5075090 38(093)5075090	9:00a.m.-6:00p.m. Monday - Friday
2	Charitable Organization "Right to Protection"	<a href="http://www.r2p.org.ua">www.r2p.org.ua</a>	Office consultation	All types of legal assistance**	Kurakhove, Zapaporizhskiy ave.,42-B	38(099)5075090 38(068)5075090 38(093)5075090	9:00a.m.-6:00p.m. Monday - Friday
3	Charitable Organization "Right to Protection"	<a href="http://www.r2p.org.ua">www.r2p.org.ua</a>	Office consultation	All types of legal assistance*	Sloviansk, Svitlodarska st., 4	38(099)5075090 38(068)5075090 38(093)5075090	9:00a.m.-6:00p.m. Monday - Friday
4	Charitable Organization "Right to Protection"	<a href="http://www.r2p.org.ua">www.r2p.org.ua</a>	Office consultation	All types of legal assistance*	Bakhmut, Myru st., 15-A	38(099)5075090 38(068)5075090 38(093)5075090	9:00a.m.-6:00p.m. Monday - Friday
5	Charitable Organization "Right to Protection"	<a href="http://www.r2p.org.ua">www.r2p.org.ua</a>	Mobile team	All types of legal assistance*	Donetsk region	38(099)5075090 38(068)5075090 38(093)5075090	
6	Civil society organization "Agency for Democratic Development of Donbas"	<a href="http://www.zminy-misto.com">www.zminy-misto.com</a>	Office consultation	All types of legal assistance*	Sloviansk, Universytetska st., 47	38(066)7112613	9:00a.m.-5:00p.m. Monday - Friday
7	Danish Refugee Council	<a href="http://www.drc.dk">www.drc.dk</a>	Office consultation Mobile team	All types of legal assistance*	Sloviansk, Tsentralna (Karla Marksa) st., 26	38(095)3642810 38(063)5431585	9:00a.m.-5:00p.m. Monday - Friday
8	Danish Refugee Council	<a href="http://www.drc.dk">www.drc.dk</a>	Office consultation Mobile team	All types of legal assistance*	Mariupol, Italiiska st., 116-A (business center "Shocolat")	38(095)8613095 38(073)1227464 38(050)4927235	9:00a.m.-5:00p.m. Monday - Friday

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9	Kramatorsk Local Centre for Secondary Legal Aid Provision	<a href="https://www.legalaid.gov.ua/tseentry/">https://www.legalaid.gov.ua/tseentry/</a>	Office consultation	Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine**	Kramatorsk, Vasyliia Stusa st., 24	0 800 213 103 38(099)2669162	9:00a.m.-6:00p.m. Monday - Friday
10	Mariupol Local Centre for Secondary Legal Aid Provision	<a href="https://www.legalaid.gov.ua/tseentry/">https://www.legalaid.gov.ua/tseentry/</a>	Office consultation	Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine**	Mariupol, Kharlampivska st., 15	38(0629)474695	9:00a.m.-6:00p.m. Monday – Thursday 9:00a.m.-4:45pm. Friday
11	Norwegian Refugee Council	<a href="http://www.nrc.no">www.nrc.no</a>	Office consultation Mobile team	All types of legal assistance*	Kurakhove, Soborniy ave., 24	0 800 302 007 (free of charge) 38(067)8294435 (also Viber)	9:00a.m.-4:30p.m. Monday - Friday
12	Polish Humanitarian Action in partnership with Charitable Organization “Child Smile”	<a href="http://www.pah.org.pl">www.pah.org.pl</a> <a href="http://www.childsmile.org.ua">www.childsmile.org.ua</a>	Office consultation	All types of legal assistance*	Bakhmut, Svobody st., 13	38(050)3869450	9:00a.m.-5:00p.m. Monday - Friday
13	Polish Humanitarian Action in partnership with Charitable Organization “Child Smile”	<a href="http://www.pah.org.pl">www.pah.org.pl</a> <a href="http://www.childsmile.org.ua">www.childsmile.org.ua</a>	Office consultation	All types of legal assistance*	Avdiivka, Komunalna st.,6	38(050)3869470	9:00a.m.-5:00p.m. Monday - Friday
14	Regional Centre for Secondary Legal Aid Provision in Donetsk and Zaporizhzhia Oblasts	<a href="https://www.legalaid.gov.ua/tseentry/">https://www.legalaid.gov.ua/tseentry/</a>	Office consultation	Primary and secondary legal aid and access to electronic services of the Ministry of Justice of Ukraine**	Zaporizhzhia, Soborniy ave.,77	0 800 213 103 38(061)2244450	24/7
15	Ukrainian Helsinki Human Rights Union	<a href="http://www.helsinki.org.ua">www.helsinki.org.ua</a>	Office consultation	All types of legal assistance*	Mariupol, Admirala Lunina ave.,21, office 2	38(067)6210012 38(066)2818598	9:00a.m.-3:00p.m. Monday 2:00p.m.-6:00p.m. Thursday

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16	Ukrainian Helsinki Human Rights Union	<a href="http://www.helsinki.org.ua">www.helsinki.org.ua</a>	Office consultation	All types of legal assistance*	Kramatorsk, Katerynychast., 18	38(098)2802922	10:00a.m.-4:00p.m. Tuesday-Thursday 10:00a.m.-6:00p.m. Wednesday
17	Ukrainian Helsinki Human Rights Union	<a href="http://www.helsinki.org.ua">www.helsinki.org.ua</a>	Office consultation	All types of legal assistance*	Pokrovsk, Mandryka (Frunze) st.,6	38(095)6724575	9:00a.m.-4:00p.m. Monday, Wednesday, Thursday 12:00a.m.-1:00p.m. Break
18	Ukrainian Helsinki Human Rights Union	<a href="http://www.helsinki.org.ua">www.helsinki.org.ua</a>	Office consultation	All types of legal assistance*	Toretsk, Druzhby st., 24a	38(066)5844168	9:00a.m.-4:00p.m. Tuesday, Thursday, Friday

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