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Legal Aid Board Victims
Charter

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WHAT YOU CAN EXPECT FROM THE LEGAL AID BOARD

If you qualify for our services, we will:

- give you timely and quality legal advice and represent you in court, where applicable;
- give you advice in confidence; and
- treat you politely at all times in line with our Customer Charter.

WHAT YOU CAN DO IF WE DO NOT MEET YOUR EXPECTATIONS

If you want to make a complaint about any aspect of our service, you can contact our:

Customer Liaison Officer
Legal Aid Board
47 Upper Mount Street
Dublin 2.
Tel: (01) 644 1900
Lo-call: 1890 615 200
Fax: (01) 662 3661
Website: www.legalaidboard.ie

ROLE OF THE LEGAL AID BOARD

The Legal Aid Board gives legal aid and advice in civil cases to persons who cannot afford to pay. Most of our work is in the area of family law and domestic violence. There are special arrangements for rape and other serious sexual assaults, as well as trafficking cases.

We deliver our services through a network of full-time and part-time law centres throughout the country. These centres are staffed by our solicitors. We also contract private solicitors to provide services for us.

We have an advice service for victims of rape and other serious sexual assault cases. In addition, if during a rape or other serious sexual assault case, the accused applies to the court to raise issues about your prior sexual experience, we will represent you to defend that application. These services are not means tested, and are free of charge to you.

We have a series of information leaflets about our services and the areas of law where we work. You can get these leaflets, as well as a list of law centres, from our website or by contacting the:

Legal Aid Board
Head Office
Quay Street
Cahirciveen
Co. Kerry.
Tel: (066) 947 1000
Website: www.legalaidboard.ie

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