

# Get Help

Request legal help and referrals from the ACLU of Washington

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## Overview

Due to limited resources, the ACLU-WA is only able to take on a relatively small number of cases – cases that will have a big impact on a large number of people. We are also unable to act as a general legal service provider or get involved in criminal cases at the trial level. Please note that the ACLU-WA only addresses matters that occur in Washington state. If you are concerned about an issue

from another state, please contact that state's ACLU office. [Click here for a list of other ACLU offices.](#)

For those issues and cases that we are not able to assist with, the ACLU-WA's **Information and Referral Program (IRP)** provides [legal information](#) and referrals to other organizations, agencies and attorneys that may be in a better position to assist. Please note that the ACLU-WA is not a dispute resolution service, and the IRP will not contact other individuals or organizations on your behalf. And while the ACLU-WA's IRP may not be able to fulfill requests for records or other information, we will do our best to direct you to organizations or agencies that may be able to assist. Please review the ways IRP can be reached below.

## Contact Us Online

*Due to high volume of requests, please note that our current response time is two to three weeks.*

The best way to contact the ACLU-WA's IRP with legal issues is through [our online information and referral request form](#). The online form gives you the opportunity to provide information and important details about your legal issue, and for the ACLU-WA's IRP to respond to you with relevant literature and resources via email. Please only submit one request at a time and we will contact you if we need further information. Response times varies, but typically range from one to two weeks. If you have not received an email response within one to two weeks, please check your spam or junk folders before following up with IRP.

[Submit an online help form](#)

## Contact Us by Mail

*Due to high volume of requests, please note that our current response time is three to four weeks after mail receipt.*

Write to the ACLU-WA's IRP at the following address:

American Civil Liberties Union of Washington  
Information and Referral Program  
PO Box 2728  
Seattle, WA 98111-2728  
United States

Please note that we only respond to letters that are written to the ACLU-WA. We do not respond to copies of letters sent to other groups or organizations. Please also be aware that we cannot guarantee the safe return of any important legal paperwork or supporting documentation that you mail to us. For this reason, we advise that you do not mail original documents to IRP. IRP response times vary, but typically range between two to four weeks. E-mail responses are more prompt; if you have an e-mail address, please include it in your letter. Please see below for other information to include in your letter.

## Contact Us by Phone

*Due to high volume of requests, please note that our current response time is two to three weeks.*

IRP counselors answer calls on the IRP line (**206.624.2180**), from **10:00 a.m. to 1:00 p.m. on Tuesdays, Wednesdays, and Thursdays**. Please note that we do not accept voicemail messages on the IRP line.

The IRP counselor may be able to provide general legal information and referrals to other organizations over the phone but typically sends information via email or mail. Please note that the IRP counselor is unable to provide legal advice or legal recommendations. Response times vary, but typically range from one to two weeks. If you have not received an email response within one to two weeks, please check your spam or junk folders before following up with IRP. **Due to high volume of requests, please note that our current response time is two to three weeks.**

## Information to Include in Your Request for Resources

**To assist you with legal information and referrals, the ACLU-WA needs the following information:**

- Your name, mailing address, telephone, and e-mail address (if available).
- If you are writing on behalf of another person, please provide the person name. Also state your relationship to the person and provide any contact information you have for the person.
- Please note whether you are presently represented by an attorney in the legal matter.
- Briefly describe your legal problem or issue. Please include any relevant dates and give the names of individuals or organizations involved in the matter.
- Briefly describe any documentation of the legal matter. If there are relevant documents, please attach copies (not originals) to your letter.
- Briefly describe any steps you took to resolve this issue (for instance: file grievance, contacted another agency or organization, or went through an appeals process). Please include information on where you filed, what you filed and the result.
- Describe your desired outcome or what you would like to have happen concerning the legal issue or matter.
- Your gender and race [optional, for statistical purposes only]

The ACLU of Washington maintains the confidentiality of all information we receive. We will always seek your permission before we share any information with other legal organizations while reviewing complaints.

## **Cases We Generally Do Not Accept**

Click [here](#) for legal information on a broad range of civil liberties and civil rights. We hope these materials help you **advocate for your rights**.

The following are legal issues that the ACLU-WA cannot take on as cases, but IRP may have legal information and referrals for these issues:

- Benefits cases (SSA, Medicare, Medicaid, unemployment, etc.)
- Building Code Issues
- Complaints about Lawyers or Judges
- Criminal Defense & Appeals

- Domestic Violence cases
- Family Law Cases (divorce, custody, etc.)
- Immigration Defense
- Landlord-Tenant Disputes
- Personal Injury Lawsuits
- Property Disputes
- Sexual Assault cases
- Tax Problems

Other legal organizations may be able to assist with your legal issue. See below for a list of legal organizations specializing in immigration, civil (non-criminal) and other legal issues.

## Other Legal Resources

If you need help with an issue that the ACLU cannot help with, there are a number of other legal resource organizations that may be better situated to provide legal information or assistance:

[WSBA Legal Resources Page](#): The Washington State Bar Association (WSBA) provides a list of legal resources available throughout Washington.

[CLEAR \(Coordinated Legal Education Advice & Referral\)](#) provides civil legal services for Washingtonians with limited incomes on a wide range of civil (non-criminal) legal issues including family law, evictions, consumer, and benefits issues.

[Washington Law Help](#) provides legal education materials and tools that give you basic information on a number of legal problems, and in some cases, detailed instructions, and forms to help you represent yourself in court.

[Northwest Immigrant Rights Project \(NWIRP\)](#) is a statewide agency that advises low-income clients of any nationality on immigration matters. NWIRP provides some pro bono assistance in both asylum and general deportation cases.

[King County Bar Association \(KCBA\) Neighborhood Legal Clinics](#) offer free, limited legal advice and referrals to King County residents and Washington State residents with legal issues in King County. The clinics provide FREE 30 minute consultations with an attorney at 34 locations across King County.

Attorneys determine whether the client has a legal problem, suggest possible options, and provide appropriate referrals; attorneys do not, however, provide direct legal representation.

**Lawyer Referral Services in [SW Washington](#) (Clark, Cowlitz, Skamania and Wahkiakum), [King](#), [Pierce](#), and [Snohomish](#) counties.** makes county-specific attorney referrals for a modest fee (usually \$35 - \$75), which typically include a 30-minute initial consultation. Please note after the first consultation or the first 30 minutes, the attorneys charge their regular fees.

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**Careers**

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