

Tower Hamlets Law Centre exists to help local people combat their most urgent problems. We concentrate our time on six specialist areas. Details of the sorts of problems that we can advise on can be found on the inside page of this leaflet.

We aim to provide a good service and to keep you informed about the progress of your case. From time to time though, problems may arise. These are often beyond our control, but if you are concerned for any reason you should mention it first to the person who is handling your case. Tell us if you are not getting the service you hoped for. We want to know about your concerns. We can try to put matters right or explain the reason for any delay or unexpected problems.

During our opening hours, people can drop in to the centre or telephone. They will be seen by our receptionist who will ask a few questions to assess the case and it's urgency, and then either make an appointment with one of our case workers, provide some basic advice or sign post people to another organisation which will be better able to help them. Caseworkers and solicitors can only be seen by appointment.

Our services are usually free, but some people who are working may sometimes have to contribute towards the cost of some specialist services.

Tower Hamlets Law Centre is open at the following times:

Monday	10am - 1pm and 2pm - 4pm 6.30pm-8pm <i>General Advice only</i>
Tuesday	10am - 1pm
Wednesday	10am - 1pm and 2pm - 4pm
Thursday	10am - 1pm and 2pm - 4pm
Friday	10am - 1pm and 2pm - 4pm

Tower Hamlets Law Centre
 214 Whitechapel Road
 London
 E1 1BJ

Tel: 020 7247 8998

Fax: 020 7247 9424

Email: info@thlc.co.uk

Web: www.thlc.co.uk

DX: 155240 TOWER HAMLETS

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Specialist Legal Advice at Tower Hamlets Law Centre



Education

We help and advise with cases involving children who cannot get a school place, children with special education needs, children who have been excluded from school, families who wish to make complaints against a school and matters relating to higher education.

Housing

We help and advise with cases involving homelessness, racial harassment, domestic violence and discrimination, possession proceedings, rent arrears, transfers and waiting list applications, security of tenure and disrepair.

Immigration

We help and advise with cases involving aspects of immigration, nationality and asylum law such as entry clearance, family reunion, settlement, asylum and nationality as well as EU regulations.

Welfare Rights

We help and advise with cases involving any welfare benefits issues, including establishing lawful entitlement, challenging decisions, maximising income, changing policy, representation and advocacy. We cannot help with filling in benefit claim forms, but reception can refer you to another organisation that can help.

Employment & Discrimination

We help and advise with cases involving employment including unfair dismissal, redundancy wage disputes, maternity and paternity pay and leave. We also help and advise those discriminated against or harassed at work on the grounds of race, sex, disability, religion, age or sexual orientation. We also advise if you have experienced the same kinds of discrimination when receiving goods and services.

Debt matters

The Law Centre can provide advice if you have debts and need assistance with managing your money and making affordable arrangements with a creditor or a number of creditors. We offer appointments on Thursday mornings to speak with a debt adviser.

Evening Advice Session

General advice, housing, employment advice only

On MONDAY EVENINGS between 6.30pm and 8pm we run a general advice drop in session dealing with basic legal issues. It is advisable to come along at the start of the session as we see people on a first come first served basis. The session will provide one off advice on basic legal issues in areas such as employment, housing, benefits, consumer issues and small claims.

Outreach Sessions

We provide outreach sessions for the Somali Community on Tuesday mornings at Wadajar and Thursday mornings at the Brady Centre. For up to date information about other outreach sessions contact the Law Centre.