

NCBA Lawyer Referral Service: www.NCFindALawyer.org (reachable by website only)

If you refer a caller to the Lawyer Referral Service, please be sure to tell the caller what TYPE/AREA OF PRACTICE lawyer is needed (e.g., family law, personal injury, criminal defense, real estate, elder law, estate planning, employment law). Let the caller know that the Lawyer Referral Service is NOT a free/pro bono service, but they will receive a free referral to an attorney who will provide an initial, 30-minute consultation for only \$50.

NC Free Legal Answers	NC Free Legal Answers is a web-based pro bono program that expands public access to legal advice and information about non-criminal matters for low-income people.	It allows financially eligible users to post civil legal questions for volunteer attorneys to answer free of charge.	nc.freelegalanswers.org
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Banking/Mortgages

Commissioner of Banks	Agency regulating state-chartered banks, savings banks, savings and loan associations, trust companies, mortgage companies and some other financial institutions.	Caller has a complaint against a financial institution, state-chartered bank (does not include the biggies like Wells Fargo-Wachovia, Bank of America, SunTrust, etc)	919-733-3016 www.nccob.org
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State Home Foreclosure Prevention Project	State Home Foreclosure Prevention Project is a partnership led by the NC Commissioner of Banks and other state and federal organizations, mortgage servicers, legal assistance organizations and community organizations to provide the resourced needed to avoid foreclosure.	Caller is facing foreclosure and needs assistance. It is appropriate to provide this number along with an attorney referral.	888-442-8188 www.ncforeclosureprevention.gov/
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Benefits

Department of Health and Human Services	Programs and Services across NC.	Caller needs information about programs and services across NC for families, seniors, youth and everyone in between.	www.ncdhhs.gov
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Department of Health and Human Services	Children and Youth.	Caller wants to file a complaint about a child care facility and related issues.	Children/Youth Hotline 800-859-0829
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Department of Health and Human Services	Programs related to families.	Caller needs assistance with finding programs to help with family issues.	Families/Adults Hotline 800-662-7030
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Department of Health and Human Services	Programs and information related to senior citizens, including complaints against nursing facilities.	Caller needs information on programs and care facilities for Seniors or needs to file a complaint regarding a nursing facility.	Older Adults 800-662-7030
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Business/Business Complaints			
Attorney General Consumer Protection Division	The Consumer Protection Division helps consumers work with businesses to resolve disputes. If they are not able to find a mutually satisfactory resolution, they may refer the matter to other legal action through small claims or with an attorney consultation. They do not provide legal advice or direct legal representation.	General Consumer Complaints Telemarketing Complaints Automobile Complaints	877-566-7226 919-716-6000 (outside NC) 919-716-0058 (Spanish) www.ncdoj.gov/Consumer.aspx
Better Business Bureau	The Better Business Bureau helps resolve complaints against businesses either consumer-business or business-business transaction that involve the advertisement and/or sale of a product or service. They can also provide information about how to validate a business or service.	Complaints against a business Not in litigation and not resolved by previous court action	www.bbb.org No single statewide contact number or URL
Business Link North Carolina	This is a state agency program that is a comprehensive business-support network designed to assist North Carolina companies. They do not provide legal assistance.	Caller is a business owner who needs assistance with non legal matters.	1-800-228-8443 www.blnc.gov
NC Center for Non Profits	This organization provides a variety of support and technical assistance to non profits throughout NC. They have a limited free legal services program.	Limited free legal services program.	919-790-1555 www.ncnonprofits.org
NC Secretary of State	This state agency handles a variety of matters related to businesses and corporations.	Referrals if someone wants to know how to establish a business in North Carolina.	919-814-5400 www.sosnc.com
US Patent and Trademark Office	This federal agency provides trademark/service mark registrations, patents, etc related to intellectual property.	Caller needs additional resource related to intellectual property.	www.uspto.gov
Intellectual Property Law			
INTA Pro Bono Clearinghouse - FOR TRADEMARK ONLY	Only official USPTO-approved pro bono clinic for Trademark Appeals (TTAB) proceedings	Trademark only	https://www.inta.org/resources/pro-bono-clearinghouse/
USPTO Pro Bono Program - FOR PATENT ONLY	Free legal assistance for patent filings for inventors and small business owners	Patent only	https://www.uspto.gov/patents/basics/using-legal-services/pro-bono/patent-pro-bono-program
Copyright Claims Board Pro Bono Assistance Program - FOR COPYRIGHT ONLY	A public directory of law school clinics and organizations providing pro bono services in copyright and with the Copyright Claims Board is available on the CCB website	Copyright only	https://ccb.gov/pro-bono-assistance/
National Volunteer Lawyers and Accountants for the Arts	While not IP exactly, most volunteers in this area work heavily in IP as that is our client's bread and butter and so this may be a helpful directory.		https://vlaa.org/get-help/other-vlas/
Employment/Labor			
Department of Labor (or sometimes called the Labor Board)	The NC Department of Labor handles a variety of labor issues for employees and employers. The website also provides additional information for other contacts within the NC DL.	Caller has a wage complaint (FYI, caller can pursue legal action on his/her own without filing a complaint, but cannot pursue a complaint with NCDL if he has taken legal action regardless of the outcome.	800-NC-LABOR (toll free)
Department of Labor (or sometimes called the Labor Board)	The NC Department of Labor handles a variety of labor issues for employees and employers. The website also provides additional information for other contacts within the NC DL.	Caller has a complaint against employer for wage and hour issues, workplace safety rights, mine safety and health and sickle cell and hemoglobin C carriers.	800-NC-LABOR (toll free) www.nclabor.com/edb/edb.htm
Division of Employment Security	Unemployment Compensation Claims.	Caller may have questions about where to file or how to file.	888-737-0259 https://des.nc.gov/des

Equal Employment Opportunity Commission (EEOC)	Individuals who believe their work place rights have been violated may file an employment discrimination complaint with the EEOC. Covered classes include: age, disability, equal compensation, genetic information, national origin, pregnancy, race/color, religion, retaliation, sex and sexual harassment.	Caller wants to file an employment discrimination complaint against his/her employer.	Charlotte: 800-669-4000; 129 W. Trade St, Ste 400 Greensboro: 800-669-6820; 2303 W. Meadowview Rd, Ste 201 Raleigh: 800-669-6820; 1309 Annapolis Dr www.eeoc.gov
Family Law			
Legal Aid of NC	"Self Help Clinics" in topics: child custody and visitation; criminal expungement; healthcare power of attorney and living will; simple divorce; and tenant.	Caller should register for clinics online.	www.legalaidnc.org
North Carolina Coalition Against Domestic Violence	This statewide agency works to help end domestic violence using a variety of resources. They may provide some limited legal assistance. Their website provides a listing of DV service providers throughout NC.	Caller should contact NCCADV for specific information.	888-232-9124 www.nccadv.org
Housing			
LANC Fair Housing Project	The Fair Housing Project provides services to members of all protected classes, with special emphasis upon underserved areas and populations including immigrants; residents who are non-English speaking or have limited English proficiency; rural residents; persons with disabilities, with emphasis upon persons with HIV/AIDS; homeless individuals; and persons residing in areas with large concentrations of people of color.	Caller believes they are a victim of discrimination in housing.	855-797-3247 https://www.fairhousingnc.org/
NC Housing Search	Free to search listings of affordable rental units across North Carolina. Can view maps and photos and search by special criteria, including accessibility, income restrictions and whether vouchers/rent assistance is accepted. Go online or call for toll-free assistance (Spanish, TTY available) with locating affordable rental housing.	Caller needs to find affordable rental housing anywhere in the state	877-428-8844 www.nchousingsearch.org

Insurance			
Department of Insurance	The Consumer Services Division of the NC Department of Insurance assists consumers with resolving insurance-related questions and complaints and helps them understand their options for dealing with these matters.	Caller has a complaint or concern about an insurance company or product.	919-807-6750 www.ncdoi.com
Lawyer Referral Services			
Class Action Cases	Class action website is not for a specific law firm, but it provides information about various law firms and class action law suits.	Caller requests an attorney who does a specific type of class action.	888-893-0225 http://www.classaction.com/
LRS: North Carolina (NCBA)	Lawyer referrals in North Carolina (English and Spanish)	Callers who are seeking a referral to a North Carolina attorney.	www.NCFindALawyer.org
LRS: Mecklenburg Co. Bar <i>* Charlotte area callers only *</i>	Lawyer referrals in Charlotte, NC area ONLY	Callers who are seeking a referral to a Charlotte attorney.	704.375.0120
26th Judicial District SelfServe Center *Mecklenburg Co. Only*	This SelfServe center is a public service to all community members. Your opposing party may also use this center.	Website contains forms and instructions in following areas: Child Support, Visitation/Custody; Violation of Court order for Child Support, Visitation/Custody; Modification of Child Support, Visitation/Custody; Domestic Violence; Limited Driving Privileges; Small Claims.	http://www2.nccourts.org/selfserve/
LRS: South Carolina (SCBA)	Lawyer referrals in South Carolina	Callers who are seeking a referral to a South Carolina attorney.	800-868-2284
LRS: National Directory	LRS organizations throughout the country, both state and local.	Callers who need a referral to an attorney in another state.	www.findlegalhelp.org
Legal Aid/Legal Services/Free Legal Services			
Legal Aid of NC	Largest statewide free civil legal services provider in North Carolina.	Referrals in a variety of civil legal needs.	866-219-5262 www.legalaidnc.org
Legal Aid of NC: self help clinics	"Self Help Clinics" in topics: child custody and visitation; criminal expungement; healthcare power of attorney and living will; simple divorce; and tenant.	Caller should register for clinics online.	www.legalaidnc.org
Charlotte Center for Legal Advocacy	This non-state agency provides free civil legal services in a variety of matters to people living in and around Mecklenburg County. They are not affiliated with LANC.	Referrals in a variety of civil legal matters. See Legal Services Providers section.	704-376-1600 www.lssp.org
North Carolina Prisoner Legal Services	This non-state agency handles many legal matters related to incarcerated persons in North Carolina.	Referrals in a variety of matters. See Legal Services Providers section.	919-856-2200 www.ncpls.org
Pisgah Legal Services	This non-state agency provides free civil legal services in a variety of matters to people living in and around Buncombe County. They are not affiliated with LANC.	Referrals in a variety of civil legal matters. See Legal Services Providers section.	800-489-6144 www.pisgahlegal.org

LANC Advocates for Children's Services	ACS is a legal advocacy program for low-income kids alleged to be delinquent or undisciplined and who have undiagnosed or inadequately treated mental or behavioral health issues.	Caller is unable to afford to hire an attorney to help with these issues.	919-226-0052
ACLU of North Carolina	This organizations provides limited legal services related to constitutional rights and issues.	Caller may be given this number as an additional resource.	919-834-3390 www.acluofnorthcarolina.org
LANC Senior Hotline	This Senior Hotline offers a variety of legal services to seniors in North Carolina who are 60 years old or older.	Caller will have to be deemed eligible by their standards and the types of cases they take.	1-877-579-7562
NC Courts			
North Carolina Court System	Information and phone numbers for state courts throughout North Carolina	Caller has question about court information, etc	www.nccourts.org
Professional Boards/Associations			
Medical Board	This agency regulates the practice of medicine and surgery.	Caller may wish to file a complaint against a medical doctor.	1-800-253-9653 www.ncmedboard.org
North Carolina Dental	This agency regulates the practice of dentistry in North Carolina.	Complaints again dental professionals.	919-678-8223 www.ncdentalboard.org
North Carolina State Bar	This agency regulates the practice of law.	Callers may report attorney conduct or potential violations to the Client Attorney Assistance Program.	919-828-4620 www.ncbar.gov

Social Services			
The Address Confidentiality Program	Helps victims keep abusers from discovering their new address. We help protect survivors of domestic violence, sexual assault, stalking, and human trafficking.	If you move to escape abuse, you can join the Address Confidentiality Program and have your first-class mail sent to a substitute address chosen by the Attorney General's office. We forward your mail to you and <u>keep your new address secret.</u>	https://ncdoj.gov/public-protection/address-confidentiality-program/
File It Yourself Domestic Packets	Information to assist individuals not represented by an attorney to file or make motions in a domestic action.	Information to assist individuals not represented by an attorney to file or make motions in a domestic action.	https://www.nccourts.gov/locations/wake-county/file-it-yourself-domestic-packets
NC Department of Health and Human Services			919-814-6300 https://ncchildcare.ncdhhs.gov/Home/Contact
Suicide Prevention			
National Suicide Prevention Hotline	The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals.		800-273-8255
Tax			
Department of Revenue	State tax related matters	Caller may have questions about state taxes.	877-252-3052 www.dornnc.com
IRS (federal)	Internal Revenue Service	Caller needs additional information related to federal taxes.	www.irs.gov
Workers' Compensation			
Industrial Commission	This agency administers the NC Workers' Compensation Act, Compensation to Persons Wrongfully Convicted of Felonies, etc.	Caller has a question about workers' compensation. Caller wants to pursue compensation for being wrongfully convicted of felony, i.e. wants to get compensated for being in <u>prison when he/she was not guilty</u>	Claims Administration 800-688-8349, option 3 www.ic.nc.gov