

Mohini Hersom 00106385**Yandex  360**

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From: «Liberty Advice & Information» <noreply@libertyhumanrights.org.uk>**To:** mohini.hersom@yandex.com

Dear Mohini Hersom,

Thank you for contacting Liberty's Advice and Information Service. Please see below for more information about our services and your options.

How we prioritise queries

We get many more people asking for our help than Liberty has the capacity to respond to. Because of this, we assess each query we receive and prioritise queries which:

- Fall within our areas of expertise
- Relate to Liberty's key campaigning areas
- We can provide valuable advice on
- Can be responded to in time to meet any formal deadlines in your case

If your query does not fit the above criteria, unfortunately we will be unable to provide you with written advice.

Unfortunately, even if your query does meet these criteria, the number of queries we receive means we may not have the capacity to respond to even priority cases.

If we cannot advise you we will do our best to let you know as soon as possible. We will also try to direct you to other places you may be able to get advice and information, including specialist services related to your query.

If we can advise you, we aim to get back to you **within six weeks**.

If your query is urgent, we recommend that you call our Advice Line instead.

Please note, we have pages on our website dealing with many of the questions we are frequently asked, including [how to find immigration advice](#), [how to make a police complaint](#) and [what to do if you think you are under surveillance](#).

Advice Line

Liberty's Advice Line runs three times a week at the following times:

- On Monday evenings from 6pm to 8pm
- On Tuesday lunchtimes from 12pm to 2pm
- On Thursday evenings from 6pm to 8pm.

The Advice Line is closed for the winter break from 23 December 2022 to 2 January 2023, reopening on Tuesday 3 January 2023 from 12pm.

Please note, we receive many calls and have limited capacity so you may experience a wait before you get through to one of our advisers. **Our Advice Line is usually very busy when it first opens. If you cannot get through immediately, we suggest that you try calling back during the second hour of opening, when we are usually much quieter.**

You can reach the Advice Line by calling 0800 988 8177 and selecting option 3 from the main menu.

We can provide legal and practical advice on human rights issues within England and Wales. **Please note we can't offer general casework or legal representation.**

If you are looking for legal representation, please see our page [I need a lawyer](#) for more information about how to find a lawyer.

We encourage you to follow Liberty on social media ([Facebook](#), [Twitter](#), [Instagram](#)), [sign up to our mailing list](#), or check this page regularly for updates on when the Advice Line will be open.

Urgent Legal Advice

If you need urgent legal advice, you might want to consider contacting a solicitor. See our [I need a lawyer](#) page for more information or search online using the following directories:

<http://find-legal-advice.justice.gov.uk/>

<http://solicitors.lawsociety.org.uk/>

<https://chambers.com/guide/uk?publicationTypeld=1>

If you want to check whether you can get legal aid for your case, you can contact Civil Legal Advice by phone on 0345 345 43 45, or through its website <https://www.gov.uk/civil-legal-advice>.

Please note, the above organisations and services may also have restricted hours of operation due to COVID-19. To find out more, please check their websites.

If you or someone you know is in danger, dial 999 for emergency services.

Coronavirus Restrictions Advice

We are currently receiving a high volume of requests for advice about the restrictions that the government has put in place in response to the pandemic. The law in this area is changing quickly and the best way to find up to date advice is to consult our [Coronavirus: Know your rights guide](#).

Mental health support

If you are having thoughts of hurting yourself or ending your life and you feel like you can't keep yourself safe, you should call the emergency services on 999 or go to your local A&E.

To talk to a mental health professional or for an assessment, you can call a 24-hour NHS urgent mental health helpline. You can find your local helpline at: <https://www.nhs.uk/service-search/mental-health/find-an-urgent-mental-health-helpline>

If you are struggling with mental health issues, we encourage you to speak to your GP. They will be able to help you find additional support and specialist services.

If you would like to talk to someone for emotional support, you can call the Samaritans 24 hours a day on: 116 123, or by email: jo@samaritans.org for a reply within 24 hours.

Kind regards,

Advice and Information team
Liberty