



FREE LEGAL AID



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How to use NPP/NPO?



NPP
Legal aid



NPO
Civic advice



MEDIATION
Help in resolving a
conflict



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NPP Complimentary Legal Assistance

Select NPP when your issue is predominantly legal in nature.

A lawyer may, among other responsibilities:

- articulate your rights and responsibilities;
- propose a potential resolution to the issue.
- assist in identifying the appropriate legal actions to pursue;
- Prepare a draft document, provided the case is not yet pending before the courts.

EXAMPLES OF CASES:



family



housing



employment



contracts



debts





NPO – Complimentary Civic Consultation

Select NPO when the issue extends beyond a strictly legal matter and requires a comprehensive action plan.

A civic advisor will:

- analyze the situation with you;
- articulate rights and responsibilities;
- suggest potential solutions;
- examine the benefits and repercussions of various actions;
- assist in formulating a strategy for addressing the issue.

EXEMPLARY SCENARIOS:



institutions



housing



consumer
issues



benefits



debts





Mediation — assistance in conflict resolution

Opt for mediation in instances of conflict when both parties are willing to pursue an agreement.

The mediator remains neutral and assists the parties in:

- present their viewpoints;
- identify the most significant contentious issues;
- seek a resolution;
- attain a consensus.



Rapid assessment: Where should I submit my application?

I am facing a particular legal issue.



NPP
consult with an attorney

I am facing a multifaceted life challenge and require a strategic action plan.



NPO
consult with a citizen advisor

I am in disagreement with another individual, and we seek to achieve a resolution.



Mediation
assistance in conflict



How can one schedule a consultation?

It is merely a few steps.



1 Choose a point

You are not required to utilize a point within your county. You may select a convenient point from anywhere in Poland.



2 Schedule an appointment

You may register:

- by phone - through the district registration number,
- electronically - through the registration system or the email specified by the district,
- in person - at the district office.



3 Select the type of guidance

From January 1, 2026, you will have the option to choose:

- stationery guidance,
- remote consultation - utilizing methods of distance communication.

With remote counseling, you present your statement verbally. Should the situation necessitate document examination, the attorney may suggest an in-person appointment.



What should you prepare prior to your visit?

Bring any materials that will assist in understanding your case.

- ☒ an identification document,
- ☒ correspondence from the office, court, bank, company, or other institution,
- ☒ contracts and appendices,
- ☒ payment requests, termination notices,
- ☒ administrative decisions,
- ☒ case-related correspondence,
- ☒ significant emails or text messages,
- ☒ documents pertaining to deadlines,
- ☒ a brief chronology of events,
- ☒ a list of inquiries you wish to pose.



Before offering guidance, consider the following four questions:

- What transpired?
- When did this occur?
- What documents have I received?
- What are my aspirations or objectives?



What does advice entail? The dialogue is straightforward and concise.



1 You discuss your circumstances.

There is no requirement for you to understand legal terminology or the titles of the regulations.



2 The expert poses inquiries.

Their objective is to ascertain the facts and determine potential actions.



3 You evaluate potential solutions.

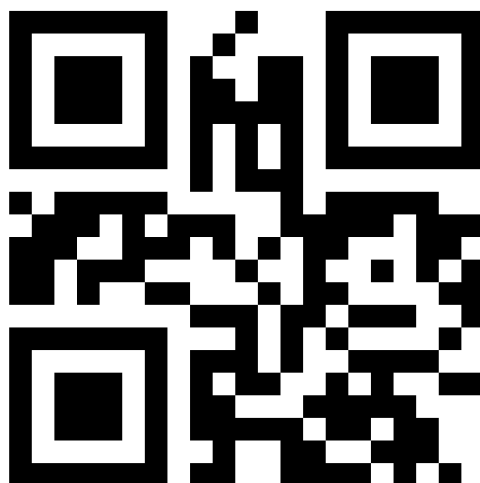
- In NPP, the focus is on addressing the legal issue.
- At NPO, we also emphasize the development of a comprehensive step-by-step action plan.



4 You are aware of the next steps. Following the guidance, you should possess clarity:

the available options, the necessary actions to undertake, the appropriate destinations for submitting a letter or application, and the deadlines that require attention.





SCHEDULE A CONSULTATION

Scan the QR code or access the
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