



## Our service

Support Through Court is a charity offering a free and confidential service

We support people going through the court process without legal representation

Our aim is to help you to manage your case for yourself

### Support Through Court Volunteers can...

- listen to you and provide information and support
- help you find out if you can get free legal advice
- discuss settling issues without going to court
- explain how the court works
- help you fill in court forms and organise court papers
- go with you to court offices and counters
- help you to plan what you want to say in court
- go to court with you, take notes and help afterwards
- help you think about your next steps
- provide details of other specialist agencies

### We don't...

- ever give legal advice
- act on your behalf
- tell you what to write on forms
- look after your children or any vulnerable adult with you
- share your confidential information with anyone, unless we hear something that causes concern for your safety or another person's
- act as witnesses to investigations

### We ask you to...

- remember that you remain responsible for your case at all times
- understand that there are times when we need to restrict our services, so that we are fair to all our clients
- help us make our offices positive and safe places for everyone – clients, volunteers and staff
- treat other people in our offices with the respect you would expect to be treated with yourself
- accept that if your language or behaviour is causing difficulties, or is stopping us from helping you or other clients, we'll need to talk to you about this and that we may have to ask you to leave

Please feel free to ask us if you have any questions about our service

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