

Ways to reach Legal Aid Ontario



Client Portal*

Online self-service
24/7

client.legalaidonline.on.ca

Services

- Applications
- Submit documents
- Check status of applications or certificates
- Updating personal info

Legal matters we help with

- Criminal
- Domestic violence
- Child protection
- Immigration and refugee

Wait time

- None
- Applications take approximately 15 minutes to complete

Application processing time

- Same day

*To apply using the client portal, you must have no income, or be on Ontario Works/ODSP and not own property



Contact centre

Full service
8 a.m. to 5 p.m.
1-800-668-8258

Services

- General information
- Legal aid applications
- Check status of applications or certificates
- Update personal info
- Referrals
- Advice services (emergency family and child protection matters only)

Legal matters we help with

- Criminal
- Family
- Child protection
- Immigration and refugee
- Mental health
- Poverty law (with referral from clinic)
- Prison law

Wait times*

- General inquiries: Less than 3 minutes
- Application services: Less than 30 minutes

Application processing time

- Typically 1-5 business days

*See real-time wait times on our website



Live chat

Information service
9 a.m. to 5 p.m.
www.legalaid.on.ca

Services

- General information and referrals only

Legal matters we help with

- Criminal
- Family
- Child protection
- Immigration and refugee
- Mental health
- Poverty law
- Prison law

Wait time

- Less than one minute

Chat does not process legal aid applications

All options are available in English and French. Interpretation for other languages is always available through the contact centre.

We offer in-person and assisted applications to those who need help applying. To learn more, call us at 1-800-668-8258 or message our online chat agents at www.legalaid.on.ca