Free Legal Answers

About LawWorks

LawWorks (the Solicitors Pro Bono Group) is a charity committed to enabling access to justice through free legal advice.

At LawWorks, we encourage, facilitate, support and celebrate the contribution of pro bono by solicitors, law students and the wider legal pro bono community across England and Wales. Pro bono is not an alternative to legal aid – but it makes an important contribution to accessing legal information, advice and representation.

LawWorks is a membership organisation, supporting volunteers from over 150 law firms and legal teams across England and Wales. Our members play an invaluable role in extending access to justice to those in need of legal advice through their membership fees and pro bono volunteering. By providing this support, our members make a significant difference to individuals and local communities across England and Wales.

Involvement with Free Legal Answers does not require LawWorks membership.

About the Programme

Free Legal Answers (FLA) is an online platform managed by LawWorks, where people who cannot afford legal advice and are not eligible for legal aid can ask a legal question and receive one-off advice from a volunteer solicitor.

The service provides a simple and accessible way for individuals to get help with everyday legal issues involving housing, employment, family, consumer and wills & probate - all through a secure, GDPR-compliant website.

Solicitors can volunteer on the platform by providing concise, one-off written advice in response to questions posted by individuals.
Solicitors can volunteer if they:

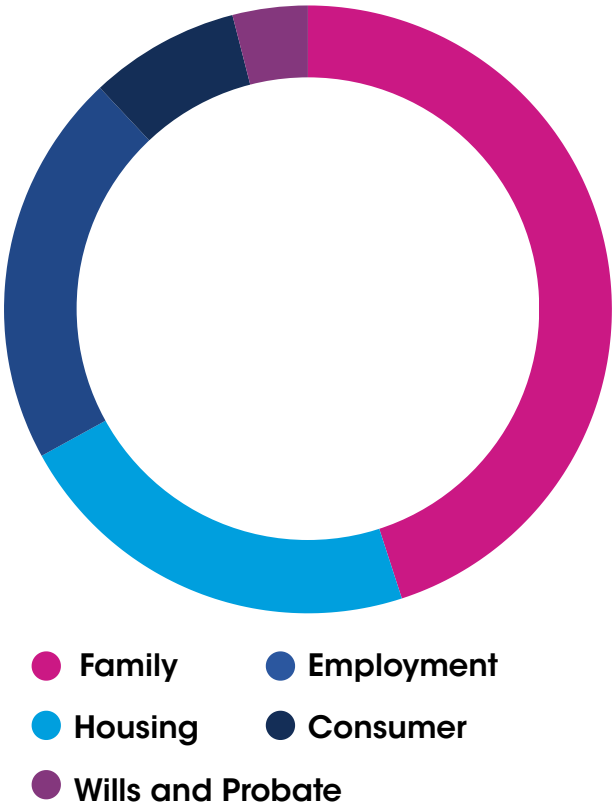
- Have a current practising certificate
- Have at least two years' post-qualification experience (PQE)
- Commit to the Pro Bono Protocol

Law students, paralegals and trainees may support volunteers under supervision, but all answers must be approved and posted by a registered solicitor.

"Following receiving legal advice through Free Legal Answers, I was able to apply the correct legal knowledge given, and agreement was reached that prevented court action. Thank you so much."

603

questions answered in 2025.



How does it work?

1. Individuals register and submit a legal question on freelegalanswers.org.uk.
2. Verified volunteer solicitors log in and select questions to answer.
3. Volunteers provide one-off written legal advice through the platform.
4. Volunteers can answer as many or as few questions as they wish, whenever they have capacity.
5. Pro bono hours can be logged directly through the platform.

How we help you

- LawWorks provides guidance and resources to help volunteers use the platform effectively.
- All advice given through the platform is covered by LawWorks' professional indemnity insurance.
- Free Legal Answers is supported by an administrator from LawWorks, who can be contacted with any queries, concerns or technical questions.

How to get started

1. Visit freelegalanswers.org.uk
2. Select *'Volunteer Lawyer Registration'*
3. Agree to the *Lawyer Agreement*
4. Complete the short registration form
5. Verification by LawWorks
6. Start answering questions

63%

of questions answered in 2025.

Impact

By volunteering on Free Legal Answers, you make a direct difference:

- Supporting access to justice for people who would otherwise have nowhere to turn
- Empowering individuals to resolve their own legal issues.
- Building confidence and knowledge in clients to better understand their rights.

To find out more about Free Legal Answers or LawWorks generally, visit: www.lawworks.org.uk/solicitors-and-volunteers or email freelegalanswers@lawworks.org.uk.

LawWorks is a charity working in England and Wales to connect volunteer lawyers with people in need of legal advice, who are not eligible for legal aid and cannot afford to pay and with the not-for-profit organisations that support them.

LawWorks.org.uk
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