IDS WHOM TO CALL LIST:

General Guidance

Legal Aid Offices in North Carolina:

If you need general legal advice/for legal resources: https://ncprobono.org/nc-legal-services-providers/

For a List/Map of all Legal Aid Offices in NC: https://legalaidnc.org/offices/

For Criminal Defendants who are in Jail:

You are encouraged to write a letter to your attorney.

Mail to:

ATTORNEY'S NAME HERE

C/O NC Indigent Defense Services

123 W. Main Street Suite 400

Durham, NC 27701

For Inmates who have concerns/complaints about the quality of their lawyer:

Please call the North Carolina Prisoner Legal Service at 919-856-2200 or write to:

NCPLS

PO Box 25397

Raleigh, NC 27611

Website: https://ncequaljusticealliance.org/north-carolina-prisoner-legal-services/

Post-Conviction Calls (From Inmate's or Family/Friend)

Call IDS at 919-354-7200 and ask for the Attorney on Call.

For Clients who have pending/ongoing Federal Cases:

Go to the website for Federal Public Defenders: https://nce.fd.org/

If you have a questions or concerns about a Civil Case or a Minor Traffic Violation:

IDS can only assist with inquiries in which clients are:

(1) charged with a crime for which they may face jail/prison time, and
(2) charged with a crime and are entitled to court-appointed legal counsel.

Some examples of civil cases include:

- Family Issues
- Contract Disputes
- Negligence
- Defamation
- Medical Malpractice
- Fraud
- Personal Injury Claims, etc.

If you do not have a court-appointed attorney, and if you are NOT facing charges that could potentially cause you to serve time, you are encouraged to reach out to the following:

- The North Carolina Bar Association: https://www.ncbar.org/
- North Carolina Advocates for Justice: https://www.ncaj.com/

***IDS does NOT appoint attorneys to cases; only a judge can determine if a client is eligible for legal representation at the state's expense.

For questions about Evictions:

You are encouraged to seek guidance from your closest Legal Aid Office:

For a List/Map of all Legal Aid Offices in NC: https://legalaidnc.org/offices/

Escalating Assigned Counsel Complaints

Before launching a formal complaint, you are encouraged to begin the process with the NC State Bar Client Assistance Program: https://www.ncbar.gov/bar-programs/attorney-client-assistance-program-acap/

For information about cases dealing with Child Abuse/Neglect/Dependency or Termination of Parental Rights:

Visit the website of the N.C. Office of the Parent Defender: https://www.ncids.org/parent-representation/

OPD Phone Number: 919-354-7230

For information about Youth/Juvenile cases:

Contact the Office of the Juvenile Defender: https://www.ncjuveniledefender.com/

Burcu Hensley: 919-890-1641

Terry Johnson: 743-999-1201

For information about Expunctions and Driver's License Restorations:

You are encouraged to reach out to one or more of the following groups:

Campbell Law School Pro Bono Clinic: https://law.campbell.edu/advocate/pro-bono-service/

NC Justice Center: https://www.ncjustice.org/

IDS Administration and Public Defender Offices

IDS MAIN NUMBER: 919-354-7200

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N.C. Public Defenders:
Becky Whitaker, Mary Pollard

Managed Assigned Counsel (MAC):
Tucker Charns, Kevin Boxberger, Angela Henderson

MAC COUNTIES	
Tucker Charns	**Kevin Boxberger**
Alamance	Greene
Caswell	Harnett
Chatham	Johnston

Durham	Lee
Franklin	Lenoir
Granville	Pitt
Orange	Wake
Person	Wayne
Vance	
Warren	

Private Assigned Counsel:

Tucker Charns, Kevin Boxberger,

Whitney Fairbanks, Chad Boykin,

Mary Pollard

State Defenders:

Glen Gerding (Appellate); Chad Perry (Commitments);

Rob Sharpe (Capital); Wendy Sotolongo (Parent); Eric Zogry (Youth/Juvenile)

Judicial Officials should Contact:

Mary Pollard, Whitney Fairbanks, Chad Boykin

Clients should Refer to our Public Defender Map: https://www.ncids.org/map/

For Public Information/Media Inquiries, Contact:

Mary Pollard, Whitney Fairbanks, Chris Sadler

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North Carolina Public Defender Directories

(A Comprehensive List of Public Defenders, State Defender Offices, and Other Resources)