



Family Court - Frequently Asked Questions

The following should help you if you need to get the name and number of your attorney, social worker or paralegal, or to get information about the status of your case, how to make an appearance in either the city-wide virtual court or one of the borough Family Courts, or how to file a new petition or a violation or modification of an existing order.

- First, you should try to get information from the attorney, social worker or paralegal working on your case. If you don't have their name or number then there are a few ways to get their contact information, and there are other places you can call or email, or websites you can visit, to get the information you want.
- If the attorney, social worker or paralegal works for The Legal Aid Society you can get their name and number by going to the home page of this website. At the bottom of that page under the column "Contact Us," click on the borough you believe is the right one for your case. That will open up a page listing all of the Legal Aid offices and their phone numbers in that borough. Although the offices are not open, calls to the office number will be forwarded to someone who can help you get the correct phone number for your attorney, social worker or paralegal.
- If you don't have an attorney or don't have a Legal Aid attorney, but you know what borough Family Court your case is in, you can call one of the following numbers for information:

Bronx Family Court - 718-618-2098

Brooklyn Family Court - 347-401-9610

Manhattan Family Court - 646-386-5223

Queens Family Court - 718-298-0197

Staten Island Family Court - 718-675-8800 or 718-675-8860

Email addresses to request information are:

bronxfamilycourt@nycourts.gov

kingsfamilycourt@nycourts.gov

manhattanfamilycourt@nycourts.gov

queensfamilycourt@nycourts.gov

richmondfamilycourt@nycourts.gov

Court staff should be able to give you contact information for your attorney or other information about your case that you require. Replies to emails might not be sent out right away.

- To obtain information when you are not sure what borough your case is in, or if it is in the city-wide virtual court, you can call the Family Court hotline at 646-386-5299. Emailing NYFCInquiry@nycourts.gov with your question is another way to obtain this information, although you may not receive a reply email right away.
- Information on how to file petitions on custody, visitation, family offense, and support cases, or to file violations of or modifications of orders on those cases, can be obtained by calling or emailing the Family Courts above, or by calling the Family Court hotline above, and also can be found at www.nycourts.gov. Some information on that website is outdated because of changes to procedure due to the pandemic, but clicking on the “Public Users” tab or using a link in that website, <https://portal.nycourts.gov/public-user/> will bring you to a section of the website that is useful to people who do not have an attorney representing them. That section includes a link to the Electronic Document Delivery System, which is used by attorneys and non-attorneys to file documents with any Family Court in New York City. Explanations for using EDDS are obtainable using the links listed in this paragraph.
- When a youth is arrested and not released by the NYPD, depending on the youth’s age a juvenile delinquency case may be filed that same day or the next day (based on the time of arrest); however, even if the NYPD does not release the youth, the Department of Probation or the prosecutor’s office may decide to release the youth and not file a case that day. (A youth between the ages of 7 and 15 can be charged in Family Court as a juvenile delinquent. A youth 16 or 17 years old can be charged as an adolescent offender in Criminal Court, although their case can be sent to Family Court. The Criminal Defense Practice of The Legal Aid Society represents adolescent offenders whose cases are not sent to Family Court, and will represent some 14 and 15 year-old youth in Criminal Court

who are arrested for serious crimes.)

- If a delinquency case for a new arrest is filed it will be heard in the city-wide virtual court. On weekdays between 9:00 AM to 4:30 PM, these cases are facilitated in Manhattan Family Court at 60 Lafayette Street, (where the youth is detained prior to the case being heard) regardless of the borough where the arrest took place. On weekday evenings from 5:00 PM to 9:00 PM and during the day and evenings on weekends, these cases are facilitated in New York County Criminal Court at 100 Centre Street in Manhattan (where the youth is detained prior to the case being heard) regardless of the borough where the arrest took place.
- For families who have not received information about the status of a newly arrested youth, they can call the Family Court hotline at 646-386-5299. For information on the status of a newly arrested youth on evenings and weekends, besides the hotline they can call the court clerk's office at 646-386-4545. If you believe the teenage youth has a serious arrest charge or may be an adolescent offender and therefore their case is being heard in criminal court, you can call the Criminal Court Call Center at 646-386-4900 for information (open from 8:15 am to 4:45 pm) or call the Legal Aid Criminal Defense office in the appropriate borough (new Staten Island criminal cases that are not completed before 5:00 pm are transferred to Brooklyn Criminal Court for night arraignment). You can find that number by going to the home page of this website and at the bottom of that page under the column "Contact Us" click on the borough you want. A page that lists all of the Legal Aid offices and their phone numbers in that borough will appear. Although the offices are not open, calls to the office number will be forwarded to someone who can help you get the correct phone number for a person who can help you.