



Client Agreement

We will provide you with:

Confidential advice. We will not tell anyone about your case and will not pass on anything from our records to anyone outside the Citizens Advice service without your permission, unless we are required to do so by law or it is the right and necessary thing to do. Our records are subject to quality checks. We will respect your data protection rights for any information you provide to us. Please ask to see our Privacy Policy if you would like to know more.

Follow-up work. Any follow up work will be agreed between your adviser and you. This may include negotiating on your behalf with other organisations by letter or phone. We will discuss any offer with you before accepting it, unless you have specifically told us what to do.

A complaints procedure, if you are not satisfied with the service we have provided. If you wish to complain, please ask for the leaflet which explains how to complain.

In return, we expect you to:

Keep appointments you have made with us or let us know in advance if you can't make it by calling us on 01483 230841 or emailing us at advice@casws.org.uk.

Bring all information relevant to your case. This includes notification of court or tribunal dates and evidence of income and expenditure if we are helping you with debt. This link explains what information it would be helpful to bring to any appointment <https://www.citizensadvice.org.uk/about-us/contact-us/contact-us/what-to-bring-on-your-local-citizens-advice-visit/>

Be honest with us about the circumstances of your case, for instance by telling us about all your debts and income or what led up to your being asked to leave your employment.

Always treat our staff and volunteers with dignity and respect

We cannot guarantee to take on all cases, even if someone is already a client. We may also have to stop advising you if we believe we cannot make progress on your case for you or there is no further good outcome that can be gained, or if you do not do what we expect of you.