

Client Agreement

September 2018

This agreement explains the service every client can expect from Wiltshire Citizens Advice. It encompasses various options to suit different needs and capabilities. All clients will be assessed at their first point of contact before being given the most appropriate level of support. The assessment stage is used to make a decision on the following:

- Complexity of the enquiry - how difficult is your problem
- Urgency of the enquiry - how urgent is your problem
- Capability of the client - what have you done already and what can you do yourself?
- Resources available - what support are we able to give you.

Our aim is to have a smooth, seamless journey for clients, while empowering clients, ensuring they receive support appropriate to their needs and making the best use of our resources.

We will provide you with:

- **Confidential advice.** We will make written records of your interview(s) These records are for the use of Citizens Advice only. We will not tell anyone about your case and will not pass on anything from our records (which are, however, subject to supervision and quality control) to anyone outside our service without your permission. You can inspect these records at any time and have a copy of them.
- **Level of support:** We aim to provide you with information, advice and the tools to be able to deal with your problem. On occasions we can provide additional support to enable you to progress your situation. This may involve us negotiating with a third party (with your consent), filling in forms with you or help you write letters. We are not able to offer representation at a tribunal or court but can help you prepare if this is needed.
- **A complaints procedure,** if you are not satisfied with the service Wiltshire Citizens Advice has provided. If you wish to complain, please ask for the leaflet on how to do so or go to our website to download a copy.

We **cannot guarantee** to take on all our clients' cases. We may also have to stop advising you if we consider little likelihood of further progress or further benefit, or if you fail to comply with what we expect of you.

In return, we expect you:

- To **keep appointments** you have made with us (or let us know in advance if you can't by ringing our cancellation line).01249 474070.
- To **inform** us of **any changes in your circumstances** (such as change of address, birth of a child, additional income etc) which may be relevant to your case.
- To **bring in all the papers** relevant to your case which your adviser asks for. This includes notification of court/tribunal dates etc.
- To **provide written evidence** of your income, debts or other financial matters where appropriate. Your adviser will let you know what is needed.
- To **follow our advice** – unless you and your adviser agree you should do something different.
- To **be honest with us** e.g. by telling us about all your debts and income or what led up to your being asked to leave your employment.
- To **always treat our staff and volunteers with courtesy and respect.**