

Winchester District Citizens Advice: Client agreement procedure

Citizens Advice Winchester District 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 as agreed between your adviser and you. This may include negotiating by letter or phone on your behalf with other organisations. Unless we have specific instructions from you, we shall discuss any offer with you before accepting it. We may be able to offer representation at Welfare Benefit tribunals if the case is appropriate, we have the resources, and you comply with what we expect from you.

Complaints procedure

A complaints procedure is in place if you are not satisfied with the service we have provided. If you wish to complain, please ask for the leaflet on how to do so.

If you have any kind of feedback about our service including our appointments policy, we want to hear from you. Sometimes you may be very happy with the service. Sometimes you may not be happy, or you may be very unhappy with our service. However, unless you tell us, it is often difficult for us to know.

If you have any comments, suggestions or complaints, then please write to us. This allows us to consider your feedback in detail and we will respond to you in writing. We will always try to resolve the issue to your satisfaction if we can – if we are able to, we will try to change the aspect of the service that you are unhappy with, or try to find another solution for you.

If you have problems writing or communicating any feedback, please attend our drop-in service and we will arrange for someone to take details of your feedback for further action. We cannot guarantee to take on all our clients' cases. We may also have to stop advising you if we believe we cannot progress your case for you or there is no further benefit, or you fail to do 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).
- 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.
- not to act on your own behalf without discussing it first with your adviser.
- 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 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.
- to always treat our staff and volunteers with dignity and respect.

We reserve the right to stop advising you if:

- You turn down a reasonable offer from the other party because you wish to take the matter to a tribunal or court hearing. Your adviser will discuss with you whether an offer is reasonable in the circumstances.
- You fail to provide the required information, for example where you do not disclose debts, or continually change the information given to the office
- We suspect an attempt is being made to make a fraudulent benefit or other claim
- It is felt that Citizens Advice Winchester District can't offer any further assistance on a particular issue, either because they have exhausted all available sources of advice, or the advice or support required is beyond the expertise or remit of the local Citizens Advice
- You regularly refuse to follow the advice given by the office
- You are persistently unreasonable, abusive or discriminatory
- You do not follow our expectations listed here.