

Winchester District Citizens Advice: Client expectations and 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 but your confidentiality will always be respected.

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 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.

A 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.

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 make it.
- to inform us of any changes in your circumstances which may be relevant to your case. Examples of relevant changes are change of address, birth of a child, additional income.
- to bring in all the papers relevant to your case which your adviser asks for.

- Not to take action on your case 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.
- 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.