

Client agreement

What you can expect from Citizens Advice Dacorum:

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 (such as a court order or police with a valid warrant), or in case of an urgent safeguarding concern.

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 we can provide will be agreed between your adviser and you. This may include negotiating on your behalf with other organisations by letter or phone with your signed Authority. 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 do let us know and we will do our best to put things right. If you wish to make a complaint, please ask for the leaflet which explains how to complain.

To let you know the limitations of the help we can offer: As a local charity with limited resources, we are not able to take on all cases, even if someone is already a client. Unfortunately we are unable to offer representation at tribunals or court, we are not authorised to offer financial advice nor legal advice.

We reserve the right to stop advising you if we believe we cannot make progress on your case or if you do not do what we expect of you – see below.

In return, we expect you:

- **To always treat our staff & volunteers with dignity and respect**
- **To be honest with us** about the circumstances of your issue (for instance by telling us about all your debts and income or what led up to your being asked to leave your employment)
- To **keep appointments** you have made with us or let us know in advance if you can't make it by leaving a message on **01442 617304**
- To **inform us of any changes** in your circumstances which may be relevant to the advice we give you (for instance change of address, birth of a child, additional income)
- To **provide all the papers** relevant to your case which your adviser asks for (such as notification of court or tribunal dates, proof of income and so on, where appropriate to your issue)
- To **take the action agreed** with your adviser to progress your issue