

Customer Charter

We want to ensure you have a positive experience of using our service.

Our commitments to you are:

Confidentiality – we will treat all of your personal information in accordance with the GDPR and Data Protection regulations. This means that we will not share your information with anyone outside of Citizens Advice without your permission. We will also securely store any data you give us.

Correct Information & Advice – we will always ensure you are given information and/or advice on your query. This will include your rights and responsibilities and possible options for you. We cannot offer everyone an appointment, but we will make sure you go away knowing your rights and what action you can take. CAHF endeavours to provide a service of the highest quality; however, we cannot guarantee that our service will be uninterrupted or error-free. We are not responsible for claims brought by third parties arising from the inability to use information in emails, or our website or on citizensadvice.org.uk.

Feedback & Complaints – we encourage everyone to give feedback (positive and negative) about our service. If you do have a bad experience, please ask a member of the team and we will show you how to make a complaint. This will help us improve and develop our service for everyone.

What we ask of you when using our service:

Be Honest – we ask that you are honest with us when telling us the facts of your situation. We are a non-judgemental service, and ask you are honest as it helps us to tailor our information and support.

Provide Information Requested – if you are requested to provide information such as letters, or documents, we ask that you do provide these to us as promptly as possible. This will help us to provide you with accurate and tailored advice.

Keep Us Up-to-Date – if you have an adviser who is helping you with casework. We ask that you inform them of any significant changes. Your adviser will tell you how to inform them.

Be Patient – we are a very busy and popular service. This can sometimes mean long waits to speak to someone, and may also mean a long wait for an appointment. We may

also may only be able to provide you with information without an appointment. This is to allow us to focus our limited advice appointments on those who are urgently in need. We ask you are patient, we will always try to provide you with the most suitable route according to your needs.

Attend Appointments on time – if you are given an appointment, you must attend on time. We advise coming to the office 5-10 minutes before your appointment. We have very limited appointments, and having people not attend impacts on everyone. If you are more than 10 minutes late – we cannot guarantee that your adviser will be able to see you. If you are unable to attend, you can ring us on 020 7386 9068 to cancel or re-arrange your appointment. If you are continually not attending appointments or cancelling without good reason, we may not be able to offer you further appointments.

Treat our Team and other Customers with courtesy and respect – we ask that you always act in a respectful and polite manner. We wish to ensure our service is welcoming to all those who access the service. So any disruptive, threatening actions or behaviour which goes against our equality policy and anti-discrimination stance will not be tolerated. You will be asked to leave the office and we may not be able to advise you further.

For our full policy on handling unacceptable behaviour [please look here](#).

Remember much of our service is run by volunteers from the local community. We deserve to be treated respectfully – we are trying to ensure everyone who needs us is able to get information and advice.