

## Client agreement

### Citizens Advice Harlow 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 agreed between your adviser and you. This may include negotiating on your behalf with other organisations by letter or phone.

We cannot guarantee to take on all cases, even if someone is already a client. We may also have to stop advising you if we believe we cannot make progress on your case for you or there is no further good outcome that can be gained, or if you do not do what we expect of you (see over).

- **A complaints procedure,** if you are not satisfied with the service we have provided. If you wish to complain, please ask for the leaflet which explains how to complain.

### 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 as per our [Appointment policy](#)
- 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. This includes notification of court or tribunal dates etc.
- 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 understand your situation could be stressful and you might be frustrated - but our staff have the right to do their jobs without being treated badly.
- We won't accept aggressive behaviour while helping you, for example: swearing, abusive language, discrimination like racism, sexism or homophobia and being violent or threatening violence

We reserve the right to implement our [\*\*Unacceptable behaviour policy\*\*](#) and consider restricting or withdrawing the advice service to any client who does not adhere to this agreement.

Name:..... Date:.....

Signed:.....