

## Client Charter

This is the Client Charter of the Lewes District Citizens Advice service and outlines what we will do for you, and what we ask for in return.

### As part of our free service to you, we will provide:

- **Confidential advice.** The written records of your interview are for the use of Citizens Advice only. We will not tell anyone about your case and will not pass on anything from our records to anyone outside our service without your express permission. You can ask to inspect these records at any time.
- **Follow-up work.** This will be agreed between your adviser and yourself. This may include communication by letter or phone on your behalf with other organisations.
- **A complaints procedure.** Our advice service is authorised and regulated. If you are not satisfied with the service we have provided and you wish to complain, you can find out about our complaints procedure on our [website](#), download our [complaints leaflet](#) or request a copy of the leaflet at reception.

### In return, we expect you to:

- **Be respectful to our staff members and volunteers**
- **Keep appointments** you have with us (or let us know in advance if you can't). If you miss an appointment, we will give you 14 days to rearrange this. If you miss or cancel more than two appointments, your case will automatically be closed.
- **Inform** us of any changes in your circumstances (such as change of address or in your financial situation) which may be relevant to your case.
- **Post/email us all the paperwork** if related to benefits particularly **PIP/UC (WCA) before your appointment**

- **Engage when the adviser makes suggestions that could improve your situation, e.g., to apply for relevant benefits**

**You will be asked to provide one or more of the following to assess your eligibility for financial help:**

- Bank statement
- Debt paperwork
- Waiting on a benefit decision
- Sudden unexpected bill/cost
- Recent homelessness/fleeing abuse (other organisations may verify this)
- Third party letters
- Any other proof deemed appropriate by an authorised person

**We may also ask for a form of ID, for example:**

- Passport (including expired)
- Driving licence (including expired)
- Household bills
- Benefit letters
- Immigration documents
- Student ID
- Bank statements
- Travel pass (e.g. bus, train, blue badge)

**N.B. If Lewes District Citizens Advice is advising you and you fail to keep to these undertakings, we may decide we are no longer able to assist further. We will advise you of this in writing.**