

## **Client agreement**

### **Your agreement with Citizens Advice Dudley & Wolverhampton includes**

- **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. 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**, as agreed between your caseworker and yourself.
- **A complaints procedure.** If you wish to complain, please ask for the leaflet on how to do so.

Please note we may have to stop advising you if we believe we cannot progress your case or there is no further benefit, or if you fail to do what we expect of you (see below).

### **In return, we expect you:**

- To keep appointments, you have made with us (or let us know in advance if you can't).
- To provide complete accurate information, relevant paperwork and inform us of any changes in your circumstances.
- To follow the advice, we give you.

- Not to take action on your case on your own behalf without discussing it first with your adviser.
- 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.
- you do not follow our expectations listed here.

Our services are provided on the basis of mutual courtesy and respect.