

Get in touch

If you need help, contact your local citizens advice bureau.

Or, maybe you'd like to find out more about how you can help make a real difference to other people's lives by volunteering in a CAB.

To find your local bureau:

- Visit the Citizens Advice Scotland website www.cas.org.uk to find out more about your local bureau and its opening hours
- Look in the phone book under "citizens advice bureau"
- Use the contact details below.

You can also visit the **Adviceguide** website www.adviceguide.org.uk where you can find out more about your rights for yourself.

Your local CAB is:



Produced by Citizens Advice Scotland

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Charity number SC016637

1st Floor, Spectrum House, 2 Powderhall Road, Edinburgh EH7 4GB

Tel: 0131 550 1000

www.cas.org.uk

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**citizens
advice
bureau**

How can we help you?

A guide to your citizens advice bureau

Your citizens advice bureau – here to help

All over Scotland, thousands of people take all kinds of questions and problems to their local citizens advice bureau (CAB) each year. The CAB is a professional, trusted source of help and is:

- **free** – our help won't cost you a penny
- **confidential** – we won't tell anyone else what you've told us without your permission
- **independent** – we'll always act in your best interest
- **impartial** – we won't judge you or your circumstances and will try to help anyone who contacts us.

There's more to a CAB than you think

Whatever your problem, we'll help you find an answer. You'd be amazed by just how much information we have on just about any issue you can think of, including:

- **Benefits** – questions about entitlements, support with applications and appeals against unfair decisions
- **Debt and money advice** – how to manage your debts, improve your financial situation and maximise your income

- **Work-related problems** – questions about terms and conditions, dismissal, redundancy, intimidation and unfair dismissal
- **Consumer issues** – everything from broken kettles to difficulties with gas and electricity suppliers
- **Relationships** – issues relating to splitting up, children, and bereavement
- **Housing** – rights through to homelessness.



Here's how we can help you

The CAB is here to help you, not look at issues in isolation. When you contact us, we'll talk to you and find out about you, your circumstances and what it is you want help with. Because we take confidentiality so seriously, we'll always get your permission before we speak to anyone on your behalf.

Tell us your situation, and we'll give you the advice and information you need to start solving your problems. If you need us to, we can negotiate with third parties on your behalf to help find a way forward.

Sometimes, though, problems cannot be solved through negotiation. We can even formally represent clients in established appeals processes such as tribunals. If that's not possible, we'll find someone else that can help you.

We know that sometimes one problem can have an impact on other parts of your life. For example, employment issues can affect your health, your housing, your money, your career, your relationship. The CAB will help you sort it all out.



Advice that you can depend on

Each CAB has a strong commitment to providing high quality advice and information for everybody, through:

- **Training** – all our advisers go through a thorough training programme to make sure that they have the skills that they need to help you
- **Service standards** – all Scottish bureaux undergo regular audits to make sure that they meet national standards for advice-giving and management. This is managed by Citizens Advice Scotland, the umbrella organisation for Scottish bureaux
- **Accuracy** – each Scottish CAB uses the same centrally produced Electronic Information System to give you the help that you need.