# Client agreement

**Our service will provide you with**:

* **Confidential Advice**: The written records we keep of your interview(s) are for the use of the bureau only. In compliance with the General Data Protection Regulation (GDPR), we will not disclose your case to anyone, nor will we pass on anything from our records (which are, however, subject to supervision and quality control) to anyone outside the CAB service without your explicit permission. You can inspect these records at any time, and have a copy of them created.
* **Follow-up Work**: This is not automatic, but by agreement with you and your adviser. This may include **negotiating** by letter or phone on your behalf with other bodies. Unless we have specific instructions from you, we shall discuss any offer with you before accepting it. While we are not able to offer **representation** at tribunal, we can assist with referrals to the Free Representation Unit (FRU) if we can do so within the 14 day time limit. (FRU guidance notes can be made available).
* **Complaints Procedure**: If you are not satisfied with the service provided, Citizens Advice Enfield has a complaints handling procedure. Full details of the complaints handling procedure are available on request.
* **Debt Advice:** Citizens Advice Enfield is authorised and regulated by the Financial Conduct Authority; FRN: 617600.

We provide information, signposting and advice based on client need and resources available to us. We **cannot guarantee** to take on all our clients’ cases. We may also have to stop advising you if we consider little likelihood of further progress or further benefit, or if you fail to comply with what we expect of you (see over).

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

* To **keep appointments** you have made with us (or let us know in advance if you can’t). The cancellation line number is – 020 8375 4201, please leave a message with your name, contact number and postcode and reason for cancelling. When attempting to call you we will only leave a message if you have given us permission to do so. We will make 3 attempts to contact you only.
* To **inform** the bureau of **any changes in your circumstances** (such as change of address, birth of a child, additional income etc.) which may be relevant to your case.
* To **bring in all the paperwork** (**or make available where possible** for remote services) relevant to your case which your adviser asks for, we may provide a checklist. This includes notification of court/tribunal dates etc.
* **Not to negotiate on your own behalf** without discussing it first with your adviser.
* **Not to turn down an offer** from the other party which your adviser considers reasonable in the circumstances in order to have a tribunal or court hearing.
* To **provide written evidence** of your income, debts or other financial matters where appropriate. Your adviser will let you know what is needed (please see debt appointment pack). For Debt advice we will ask you to provide Identification.
* To **follow our advice** – unless you and your adviser agree you should do something different.
* To **be honest with us** e.g. 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 courtesy and respect**.

If a caseworker is providing you with ongoing support and you fail to keep to these undertakings, we **may decide it is no longer able to assist you with casework support**.