

Languages

If English is not your first language, contact us for information about other languages we can provide advice in.

What happens when you get to the bureau

You'll be offered a short session with an assessor, who will identify the most appropriate way for us to help you. This could be giving you the information you need to solve your problem yourself. Or it could be making an appointment to discuss your problem further – in person. Sometimes we might direct you to a different organisation that is better placed to help.

Our aims

To provide the advice people need for the problems they face

To improve the policies and practices that affect peoples lives

Our principles

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination

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**Bournemouth
Citizens Advice
Bureau**



NEED ADVICE?

We're here to help
Whoever you are
Whatever the problem



Bournemouth CAB

We've seen that the right advice can change lives

How we can help

Our service is free, confidential and open to everyone in the community. Staff are trained to advise on virtually any issue, including:

- welfare benefits
- money and credit problems
- employment
- consumer rights
- housing
- neighbourhood disputes
- education and healthcare
- immigration and residency queries
- human rights
- family and personal issues.

Ways to get advice:

Online www.adviceguide.org.uk

By telephone 03444 111 444

Monday - Friday **10.00 - 15.30**

In person **Walk in service**

Monday - Friday **10.00 - 14.30**

By email

www.bournemouthcab.co.uk

We arm you with all the facts and possible outcomes of different options. That way you can make the decision that's right for you.

If needed, we can also offer practical support such as help with filling in forms, writing letters or negotiating with third parties.

Bournemouth Citizens Advice Bureau

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Our contact details

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