

Aims

The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. It values diversity, promotes equality and challenges discrimination.

Confidentiality

Citizens Advice Bureaux offer confidentiality to enquirers. Nothing learned by a bureau from enquirers, including the fact of their visits, will be passed on to anyone outside the Service without their express permission.

Since a client's approach for assistance is to the bureau rather than to an individual worker, discussion of cases with either colleagues or specialist advisers within bureaux or with staff of Citizens Advice does not constitute passing on details to a third party.

There may be occasions when a bureau worker either suspects or is certain that a client is involved in or is about to be involved in a criminal activity. No criminal offence is committed by someone who fails to pass on knowledge of a crime, unless: they do so for a reward of some kind, the crime could be construed as an Act of Terrorism or money laundering connected to drug dealing.

Equal Opportunities

The CAB Service is committed to equal opportunities for all. Everyone involved in the Service must commit themselves to the CAB's Equal Opportunities Policies. This includes the commitment to taking positive action to achieve the effective implementation of the policies. The equal opportunities policies aim to ensure that those facing discrimination feel welcome within the CAB Service and feel able to use its services.

The CAB Service has been committed to justice and equality since its foundation in 1939. It believes that everyone should have equal access to employment and services and that everyone is entitled to equal treatment.

The CAB Service is mindful, when implementing its equal opportunity policies, that people who experience discrimination do not all share the same needs and interests.