

**We are
Citizens
Advice
Wiltshire
and we're
here to
help you**

**citizens
advice**

Wiltshire

We offer free, confidential advice **online, by email and over the phone.**

Coronavirus has made life hard for many people. We're here to help everyone.

We give **up-to-date advice** on:

- **benefits**
- **employment, including your rights at work**
- **debt and money**
- **housing**
- **consumer rights**
- **family and personal issues**
- **immigration**
- **law and courts**
- **problems with healthcare**

If you need help, please get in touch.

Citizens Advice Wiltshire

Free, confidential advice. Whoever you are.

We help people overcome their problems and campaign on big issues when their voices need to be heard.

We value diversity, champion equality, and challenge discrimination and harassment. We're here for everyone.



Citizens Advice Wiltshire is an operating name of Wiltshire Citizens Advice, an independent charity. Registered address: Wiltshire Citizens Advice, 3 Avon Reach, Monkton Hill, Chippenham, Wiltshire SN15 1EE. Charity Registration Number: 1062219. Company limited by guarantee in England & Wales 03204218. Authorised and regulated by the Financial Conduct Authority. FRN: 617798.

We have a complaints handling procedure. Please write to us at the above address to request a copy of the complaints leaflet to be sent to you.

Working in partnership with

Wiltshire Council
Where everybody matters

Ways to contact us to get advice

- **Online** including chat
- **Over the phone**
- **Via email**

Due to COVID-19 (coronavirus), our face to face / drop in services are temporarily closed until further notice.

Online advice

Advice is available online via:
citizensadvice.org.uk

You can also chat with an adviser online:
citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/

Email advice

You can get advice from us by email via our local website:
citizensadvicewiltshire.org.uk/contact-us



Scan this code with your smart phone for up-to-date details of all our current **opening times**.

All our offices and our telephone advice line are closed at weekends and on bank holidays.

Published 1 July 2021. Valid until 31 August 2021.

Telephone advice

Call our experienced advisers on:
freephone 0800 144 8848
Monday to Friday 9am-5pm

Relay UK - if you can't hear or speak on the phone, you can type what you want to say:
18001 then **0800 144 8884**

Citizens Advice consumer helpline

If you're looking for advice on consumer issues (e.g. issues related to products or services you've purchased) you can contact the Citizens Advice consumer helpline on:
0808 223 1133

Universal Credit Help to Claim line

If you're seeking to make a new claim for Universal Credit you can call us for **free** on:
0800 144 8 444
Monday - Friday 8am - 6pm

