

## We've introduced some changes to our service

We're currently providing advice over the phone, by email and on web chat, where that works for people, while reserving our face to face support for when it's most needed.

However, we are not running a drop-in service, so we're asking people to call us, or email us.

See overleaf for details of how to get in touch.



## Citizens Advice Wiltshire helps people find a way forward

We provide free, confidential and independent advice to help people overcome their problems. We are a voice for our clients and consumers on the issues that matter to them.

We value diversity, champion equality, and challenge discrimination and harassment.

We're here for everyone.



Follow us on X (formerly Twitter)  
[@WiltshireCAB](#)



Like us on Facebook  
[@CitizensAdviceWiltshire](#)

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Citizens Advice Wiltshire is an operating name of Wiltshire Citizens Advice.  
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Company limited by guarantee in England & Wales.  
Registered number: 03204218.  
Registered office: Trinity House, Bryer Ash Business Park, Trowbridge, Wiltshire BA14 8HE.  
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

# Need advice? Citizens Advice Wiltshire can help

**citizens  
advice**

**Wiltshire**

# Citizens Advice Wiltshire

## How we can help

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

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

We give you 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.



# Ways to contact us

## How to get advice

We offer free, confidential advice

- **online** supported by web chat
- **by email**, and
- **over the phone**

while reserving our face to face support for when it's most needed.

**However, we are not running a drop-in service, so please call, or email us first.**

This way we can assess the best way of helping you, including booking an appointment when needed.

## Online advice

Advice is available online via:  
**[citizensadvice.org.uk](https://citizensadvice.org.uk)**

You can also chat with an adviser online:  
**[citizensadvice.org.uk/about-us/contact-us/contact-us/web-chat-service/](https://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](https://citizensadvicewiltshire.org.uk/contact-us)**

Scan this QR code with your smart phone for up-to-date details of our opening times and how to get in touch.



## 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**

## Universal Credit Help to Claim line

If you're seeking to make a new claim for Universal Credit and you need advice, you can call us for free on:

**0800 144 8 444**

Monday - Friday 8am - 6pm

## Citizens Advice consumer helpline

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

**0808 223 1133**

Monday to Friday 9am-5pm

Our offices and telephone adviceline are closed at weekends and on bank holidays.