

What our clients say about us



citizens
advice

Kingston
Upon Thames

"If it wasn't for the Citizens Advice service my problem wouldn't have been solved".

"I asked for advice regarding my rights as a tenant and the person I spoke to was a great help".

"..PIP has been backdated and now paying the correct amount. This is entirely due to the intervention and support by a gentleman at the Citizen Advice".

"Great team. I had so many questions and all of them were answered with clear directions of what to do next. Thank you".

"It felt as if someone is out there to keep me safe".

"I'm glad your organisation exists and we can have easy access to information that without you, we would not be able to have".

"Even just having someone to reach out to on email about the problem who gave calm, clear answers, made the situation easier".

"The response to my issue was immediate, so calm and professional - and very detailed suggestions to resolve the problem".

"Good solid advice. Thank you".

"I am so completely grateful for you issuing the food bank vouchers. It was very humbling and a lady volunteer that I met there totally made it all worthwhile. Thank you so very much Citizens Advice."

"The advisor was extremely sympathetic to my situation - by far the most compared to other organisations I had spoken to".

"I didn't stand a chance if I wasn't helped by the CA Team. It is a vital service for people like me. Thank you and I am very grateful".

"The advisor was friendly and provided advice.... she gave me many suggestions and the confidence to deal with the issue on hand and I was able to resolve the issue a few days later".

Why we do what we do - comments from the team



"Feeling that I make a contribution to helping people who need it".

"The ability to make a difference to people's lives. Satisfaction of achieving a positive outcome".

"Sense of a job well done - making a difference to local people and working alongside some brilliant people".

"The ability to meet clients in real need backed by access to relevant advice and supervision".

"Variety of issues. Always new things to learn".

"Collegiate atmosphere, one's work is valued by clients and management. A very rewarding place to work".

"Enjoy the work and helping clients to move their issues forward. Every day is different and you are always learning new things".

"Helping individuals to move forward".

"Putting my skills to good use".

"It is rewarding and we get to work with a great group of people".

"Opportunity to talk/meet a variety of clients and assist and advise them".

"Working with a team committed to doing their best for our clients. Being part of a community who are active in supporting the most vulnerable amongst us".

"Feeling I am doing something to help others".

"Great atmosphere, fantastic team of volunteers and paid staff".

"The variety that the role affords; feeling like you can make a difference; working with my team."

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Contact us

www.citizensadvicekingston.org.uk

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