

Who we are...

Citizens Advice Cornwall is a free, independent and confidential service for everyone living in Cornwall and the Isles of Scilly.

Everyone can use Citizens Advice regardless of age, income, race, religion, sexuality or disabilities.

We're a charity that has been helping people overcome their problems for more than 80 years.

Our advisers are highly trained and dedicated to listening and helping. Many are volunteers and know the sort of problems people are facing.

How does it work?

When you come to Citizens Advice, we'll listen to what you tell us and find the best ways to help. We might be able to answer your questions straightaway, or, if your problems are more complex, we'll arrange an appointment for an in-depth chat.

Your adviser will investigate and explain the options open to you and help you find the best possible outcome.

What can we help with?

At Citizens Advice we deal with a very wide range of issues. The main things people come to see us about are:

- ✓ Benefits claims
- ✓ Debts
- ✓ Housing
- ✓ Employment
- ✓ Consumer Issues
- ✓ Discrimination
- ✓ Relationship Breakdowns

How can I get in touch?

You can talk to us by:



Calling free on 0800-144-8848 Mon- Fri 10am-4pm.



Webchat-visit citizensadvice.org.uk and search Webchat



Visit one of our offices on their drop-in days. See citizensadvicecornwall.org.uk for details.



Check out the wide range of information available on our website.

Work in the Community

As well as our advice service, we also work in the community to tackle some of the root causes of problems in society in Cornwall and the Isles of Scilly.

Some of our services include:

- Help and advice with energy bills, looking at energy saving measures, applying for grants and getting on the right tariffs.
- Improving your budgeting and saving skills and working on keeping your debts at an affordable level.
- Advice on taking out a tenancy and staying in your rented home.
- Overcoming barriers to getting a job or training.

We also have specialist schemes for victims of domestic abuse, cancer patients (with Macmillan Cancer Support) and people suffering mental health issues (with Pentreath).