



Signposting guide

A quick guide for staff and volunteers: where to send someone, and when it is not us.

If the person has...	A good first step
A faulty product, a refund they cannot get, a delivery or subscription problem	The CPUK action plan, free letter templates and company guides at consumer-protection.org.uk . Free initial case review if they want a person to look.
Been scammed, or lost money	Call their bank straight away on the number on their card. Then report to Report Fraud. CPUK has a scam page with first steps.
Money worries or debts they cannot pay	Free debt advice (for example MoneyHelper, StepChange or National Debtline). CPUK does not give debt advice; see consumer-protection.org.uk/money-help.html .
A complaint about a bank, card, loan or insurer	Complain to the firm first. If it is not settled, the Financial Ombudsman Service is free. CPUK's guides show the route.
A problem with housing, work, benefits, injury or crime	Not a CPUK matter. Citizens Advice can help, free.
Trouble using websites	CPUK has a Simple view, an easy read guide, read-aloud, and a phone line: 0300 102 9488 (Monday to Friday, 9am to 5pm).

Please tell people that CPUK is independent, is not a law firm and cannot guarantee an outcome. CPUK is preparing an optional paid service (success fee only) which is not yet available; the free tools are always free.

Contact: info@consumer-protection.org.uk · 0300 102 9488 · Suite 801, 80A Ruskin Ave, Welling, DA16 3QQ