

## Update and request for donation from Citizens Advice Mid Suffolk

Manager (Mid Suffolk CAB) <manager@midsuffolkcab.org.uk>

Tue 08/11/2022 12:22

To: Thurston Parish Council <info@thurstonparishcouncil.gov.uk>

For the attention of the parish councillors of Thurston,

Throughout the last year, Citizens Advice Mid Suffolk have continued to offer people in Thurston advice on issues such as debt, financial capability, energy, employment, housing, benefits, consumer rights, legal, family, health, education and arrange food parcels. As people in your parish face the cost of living crisis it has become vital that they can access support. We continue to provide this advice service by telephone, email and face to face.

**Citizens Advice Mid Suffolk helped 24 people in Thurston with 327 issues in the last 12 months. We have helped some clients with several problems over the year, and with several issues related to each of these problems.**

We will do everything we can to help your parishioners who are struggling to solve their problems with free, independent advice. With the right advice we can help prevent problems escalating into a crisis.

Citizens Advice Mid Suffolk is a locally funded charity. Some people assume that we are funded by central government but that isn't the case. We rely on local fundraising to continue to offer our service. Would you please consider a donation to our running costs?

Just some of the positive feedback we have received from clients in the last year:

"Very helpful and pleasant, and recommend Citizens Advice to anyone needing help"

"The team transformed my anxiety issues by giving me calm support and knowledge as to how to resolve my problems, I think it is an invaluable personal service and as rare face to face contact very comforting. I thank you all for getting me back on track in my life."

"Patient, friendly and informative"

Please do refer any of your residents who are in need to us.

We are also on [Facebook](#) and [Twitter](#), so feel free to follow us on these platforms to see the latest advice, and what we have been up to.

Your support is greatly appreciated, and we would be very happy to answer any questions or discuss how we can help people in your community together.

Kind Regards,

Simon Clifton  
Chief Officer

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Authorised and regulated by the Financial Conduct Authority FRN: 617667

Mid Suffolk CAB has a complaints handling procedure. Please email [supervisor@midsuffolkcab.org.uk](mailto:supervisor@midsuffolkcab.org.uk) to request a copy of the complaints leaflet to be either posted or emailed to you.

We are registered with the Information Commissioner's Office under Z7288513 and will process your personal data in accordance with the General Data Protection Regulation and Data Protection Act 2018.

Please refer to our online Privacy Policy at [www.midsuffolkcab.org.uk](http://www.midsuffolkcab.org.uk) for more information on how your personal data will be processed and stored.