



Family and services

Beginner's guide to



Your family

5.4 Finding out about information from Citizens Advice Bureau

This activity will help you use the Internet to find out your rights - at work for claiming benefit, when shopping and so much more.

What will I learn?

- Where you can find information from Citizens Advice Bureau on your rights
- Using the CAB's Internet service to find the information that can help you
- Taking action about goods and services that you have bought

-  Use this document with the glossary
-  A helper should take you through this guide

www.bt.com/freedigiguide





How do I do it?

Be safe! If you're using this hand-out on a shared or public computer, remember to:

- **Log on using a 'strong password': one that includes upper and lower case letters, numbers, and isn't something that someone else could guess.**
- **Never share or write down your password.**
- **Log out when you're finished.**

The web links referred to throughout this document can be found in the Useful Links section at the end.

Where can I find information from Citizens Advice Bureau?

1. The Internet can help you access reliable and up-to-date information on a wide range of topics produced by Citizens Advice Bureau. This information can help you take steps to sort out all sorts of day-to-day issues and problems.

You can also find out about your rights – for example, at work – and about the latest changes in the law or benefits that might affect you.

2. Use a search engine to find the Citizens Advice web site by typing "citizens advice" into the search box.

Click on the Citizens Advice web link to go to the home page for the website:

- Look carefully at the home page and find out what information you can access. See if you can find:
 - links to the main topic sections, such as Benefits, Housing or Tax.
 - Popular Advice – these are topics most searched for and read by other users.
 - a panel which shows the Citizens Advice Twitter feed where it says What Citizens Advice is saying.

Using Citizens Advice to find the information that can help you.

3. The Citizens Advice website has information for the four UK countries – England, Northern Ireland, Scotland and Wales. The information for Wales is also available in both English and Welsh.

You need to make sure that you use the parts of the website for where you live, so that you get the information that is right for you.

- When you first accessed the Citizens Advice site, it might have asked you to choose your region.

- If it did not ask or if you want to change region, you can. Near the top of the page under the main menu bar, there is a 'drop list' which shows your current region. If you hover your mouse over the region, a list of alternatives appears which allow you to change.
 - If you want information for Wales that is in Welsh, find the link for 'Cymraeg' and click on it.
4. In the first part of this guide you used the links to the main topic sections to find the information. There are two other ways that you can find the information you want.
- Look again at the home page and see if you can find:
 - where you can 'Search the site'
 - the A to Z of advice. (Hint: it can be useful to use your browsers search facility to find text on large or complex pages. Most browsers will show some form of search / find if you press the <Ctrl> and F keys together.)
 - Type 'tax credits' into the search box and then click on 'Search' to the right. The web page will change and you will now see:
 - the first page of links to content about tax credits
 - a box, showing the country section that you have chosen
 - links that interest you – have a look at these
 - that there are several pages of results and by clicking '3', you can go directly to that page
 - you can refine the search e.g. 'Problems with Tax Credits'

Taking action about goods and services that you have bought.

5. When you buy goods or services the law gives you consumer rights. These protect you from being treated unfairly by a trader. You may have received poor service or a faulty product. You may want to switch energy suppliers or cancel a contract.

The Citizens Advice website can help you find out what your rights are and how you can take action:

- Click on the Consumer link on the Citizens Advice home page:
- On this web page, look at the different sections listed on the top and:
 - hover your mouse over the word 'Consumer'
 - from the new list that appears here click on the link for 'How to take action about a consumer problem'
 - click the link for 'Getting a refund'
- Read this page to find out:
 - if you can have a full refund.
 - about your other rights.
 - what you can do to get things sorted with the trader.
 - next steps you can take.
- On this web page, find the link to 'If you need more help'. Click on this for information on getting help with your problem from trained advisers.

Useful Links

You may want to use these links in your session:

Citizens Advice

<https://www.citizensadvice.org.uk/>

Adviceguide website – Wales (Welsh version):

<https://www.citizensadvice.org.uk/cymraeg>