

Citizens Advice Northumberland
Information and opening times
From 2 October 2017



<p>Northumberland Adviceline Monday to Friday 9.00am to 4.30pm 03444 111 444</p>	
<p>Online advice www.citizensadvice.org.uk</p>	
<p>Face-to-face drop-in and appointment sessions</p>	
<p>Alnwick <i>Tuesday 9.30am - 3.30pm</i> First Floor, 24 Bondgate Within Alnwick, NE66 1TD</p>	<p>Amble <i>Tuesday 9.30am - 3.30pm</i> Fourways Centre, Bridge Street Amble, NE65 0DR</p>
<p>Ashington <i>Monday & Tuesday 9.30am - 3.30pm</i> 89-91 Station Road Ashington, NE63 8RS</p>	<p>Berwick <i>Wednesday & Friday 9.30am - 3.30pm</i> 5 Tweed Street Berwick-upon-Tweed, TD15 1NG</p>
<p>Blyth <i>Tuesday & Wednesday 9.30am - 3.30pm</i> Eric Tolhurst Centre 3-13 Quay Road Blyth, NE24 2AS</p>	<p>Cramlington <i>Monday & Tuesday 9.30am - 3.30pm</i> Suite 5, Craster Court Manor Walks Cramlington, NE23 6UT</p>
<p>Morpeth <i>Wednesday 9.30am - 3.30pm</i> 28B Bridge Street Morpeth, NE61 1NL</p>	<p>Hexham <i>Wednesday & Friday 9.30am - 3.30pm</i> The Community Centre, Gilesgate Hexham NE46 3NP</p>
<p>Appointment only sessions</p>	
<p>Haltwhistle <i>Pre-booked appointments only</i> Masonic Hall, Greenholme Road Haltwhistle, NE49 9DL</p>	<p>Prudhoe <i>Pre-booked appointments only</i> The Spetchells Centre Prudhoe, NE42 5AA</p>

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Online advice www.citizensadvice.org.uk

Debt Advice Helpline
Monday to Friday 9.00am to 4.30pm
01670 339960
Or
Text '**debt**' to **81400** (for a call back within 2 working days)

How we help

When you contact us you will be given a short assessment interview so that we can discuss your options and decide how best to help you. This could include:

- Simple information provided at the assessment interview.
- An appointment with our generalist advice service.
- An appointment with our specialist advice service.
- Signposting or referral to another appropriate agency.

Volunteering

Citizens Advice Northumberland is a registered charity which relies on trained volunteers to help deliver its services. If you are interested in volunteering for the organisation you can find out more about the Citizens Advice service and volunteering at:

www.citizensadvice.org.uk

Citizens Advice Northumberland debt advice is authorised and regulated by the Financial Conduct Authority.
FRN: 617689. If you are not happy with the service or advice you receive you have the right to make a complaint.

If Citizens Advice Northumberland is not able to resolve your complaint you can ask the financial ombudsman service to investigate for you. Full details of our complaints policy can be found at www.citizensadvice.org.uk/about-us/contact-us/complaints/ and details of the financial ombudsman service can be found at www.financial-ombudsman.org.uk