



Some of the hundreds of amazing comments we received from the people we helped during lock down

"Absolutely amazing staff who go above and beyond. Very thankful the service is there."

"But I am depressed stressed my relationship was broke worried about how can I meet my children, evection happening, I came for housing problem but still a lot going in life. I would like to use this service again helping me how can I see my children living with x."

"Not enough recognition is given to the vital service they provide."

"The Citizens Advice gives real value for money spent in their budget. I particularly like the diversity I know from looking around me and seeing all the different types of people in the community they serve that it is a very effective strategy."

"Great service thank you keep it that way."

"sait it al there bn therev4 me n my fam wen no 1 else has."

"I am very grateful to CA. I hope you guys keep serving the people the way you are doing now. Keep going. Best wishes from me and my husband. We are very thankful to you."

"I could have managed without CB no doubt, but possibly at great expense, or with more time, and certainly without such immediate relief of anxiety."

"I found citizens advice very helpfull in dealing with my problem with the dwp and assesment people services. They were very kind, and new there job, i hold them in top regard, especialy as they volentier their time, top people."

"I received the help I needed, due to my disabiliy Citizens Advice gave me a lot of help and helped filled in the forms correctly."

"I would just like to say thank you for all your help I could not have coped on my own."

"Incredible service given with compassion and sincerety."

“My query to CAB was about the eligibility of people living outside the UK and whether they can access child support. The answer was no, but the person I spoke to found out all the information I needed in a helpful, expert and friendly way. I had clarity. Thank you very much.”

“On the right track, as the service Citizens Advice provides to the community is immense.”

“Thanks for helping me.”

“The gentleman who dealt with my enquiry told me what I was entitled to do following coronavirus guidelines he was very good he even called his college to check what he had told me was correct and rang me back at home he put my mind at ease it was great to know where I stood legally I was very grateful as I was completely stressed with worry.”

“The staff is very welcoming . They are very patient.”

“The staff were incredible and put me at ease. i suffer with anxiety and they helped me to keep calm and supported me. Amazing team of people.”

“They were very helpful - especially as I was with my disabled daughter who couldn't wait in the queue- they sorted a time to come back very sympathetically and easily.”

“They where excellent in helping guide me in what steps I needed to take and I am very grateful for the service they provide.”

“Very professional help. The staff are very polite, smiling and very helpful.”

"Very welcoming and professional help. Immediately changed my situation."

“Thanks”

“Yes, I really miss this service to support us with our situation and issues. They could not cure me because I got a big operation and it was complicated with a syndrome, but if they dont support me I could not be coping with my situation. Many Thanks to everyone who help us.”

“Just hoping everyone at Citizen Advice Oxford are safe during this pandemic to keep helping people like me. Thank you! See you soon again :)”