

Advice on Consumer Issues

Looking for advice or information on your rights when buying goods and services? This might include gas and electricity services, banks and building societies, motor vehicles, holidays or travel abroad, or pensions and insurance. But you may not know your rights if you think you've been unfairly treated.

A good first place to start if you need information is www.adviceguide.org.uk

This is the National Citizens Advice website and has useful downloadable fact sheets.

If you can't find the information you need online, advice centres are places where you can get advice, information and guidance on your legal rights, entitlements and responsibilities. Some of these have drop-in sessions and/or telephone advice lines; others provide specialist legal services, and can only take on cases by referral from other agencies.

All the advice agencies in the Southwark Legal Advice Network (SLAN) listed below have been accredited with the CLS Quality Mark, which means that they meet the quality standards set by the Legal Services Commission.

Advice Centres in Southwark Offering Free Generalist Consumer Advice

Blackfriars Advice Centre

Cambridge House, 131 Camberwell Road, London SE5 0HF. Areas of advice: housing, debt, welfare benefits, employment, goods & services. Drop-in session: Mon-Thu: 10am-12pm. Advice line 020 7358 7035: Mon, Tue & Thu 2pm-4pm.

Bermondsey Citizens Advice Bureau

8 Market Place, Southwark Park Road, London SE16 3UQ. General advice on consumer issues, employment, housing, debt, health, education, community care & family. Specialist advice in immigration and welfare benefits. Drop-in service: Tue & Thu 10am - 1pm. Advice Line 0844 499 4134: Mon 1.30pm - 3.30pm, Tues 4.30pm - 6.30pm, Wed 1.30pm - 3.30pm, Thu 11.00am - 1.00pm.

Peckham Citizens Advice Bureau

97 Peckham High Street, London SE15 5RS. General advice on consumer issues, employment, housing, debt, health, education, community care & family. Specialist advice in immigration and welfare benefits. Drop-in service: Mon, Wed & Fri 10am - 1pm. Advice Line 0844 499 4134: Mon 1.30pm - 3.30pm, Tues 4.30pm - 6.30pm, Wed 1.30pm - 3.30pm, Thu 11.00am - 1.00pm.

Multi-Lingual Community Rights Shop

213 Camberwell Road, London SE5 0HG. General advice for people whose first language is not English. Drop-in service: Mon, 10am-12noon (Spanish); Fri: 10am-12noon (Cantonese, Mandarin & Fujianese) Advice line 020 7703 4442:



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Mon, 10am-11am (Spanish); Tue, 10am-11am (Spanish & Portuguese); Fri,
10am-11am (Spanish), 2pm-3pm (Cantonese, Mandarin & Fujianese).



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Southwark Refugee Project

161 Sumner Road, Peckham, London SE15 6JL. General advice and information for refugees and asylum seekers, including housing, employment, welfare benefits, education & training. Drop-in sessions: Mon & Wed, 10am-12 noon & 2pm-4pm.