

**Citizens Advice Northumberland**  
**Information and opening times**  
**From 2 October 2017**



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

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Online advice [www.citizensadvice.org.uk](http://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](http://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/](http://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](http://www.financial-ombudsman.org.uk)