



Important contact details for Employees

ACAS

Main telephone number: 0300 123 1150

Regional Offices:

ACAS East Midlands - Apex Court, City Link, Nottingham, NG2 4LA.

ACAS East Of England - Forest Heath District Council Offices, College Heath Road, Mildenhall, Suffolk, IP28 7EY.

ACAS London - Euston Tower, 286 Euston Road, London, NW1 3JJ.

ACAS North East - Newcastle Civic Centre, Baras Bridge, Newcastle Upon Tyne, NE1 8QH.

ACAS North West - 3rd Floor, Piccadily Gate, Store Street, Manchester, M1 2WD.

ACAS South East - Civic Offices, 1st Floor, Harlington Way, Fleet, Hampshire, GU51 4AE.

ACAS South West - Temple Quay House, 2 The Square, Bristol, BS1 6DG.

ACAS West Midlands - Victoria Square House, Victoria Square, Birmingham, B2 4AJ.

ACAS Yorkshire & Humber - The Cube, 123 Albion Street, Leeds, LS2 8ER.

ACAS Scotland - 151 West George Street, Glasgow, G2 2JJ.

ACAS Wales - Companies House, Crown Way, Cardiff, CF14 3UO.

Citizens Advice Bureau (CAB)

Citizens Advice consumer helpline: 03454 04 05 06

Textphone: 18001 03454 04 05 06

Monday to Friday, 9am to 5pm

To contact a Welsh-speaking adviser: 03454 04 05 05

Textphone to contact a Welsh-speaking adviser: 18001 03454 04 05 05

Closed on bank holidays

Calls to the helpline cost up to 9p per minute from a landline. If you're calling from a mobile, it'll cost between 3p and 55p per minute - if you have inclusive minutes, it's the same as calling a landline. Find out more about call charges on GOV.UK.

An adviser will answer your call as soon as possible, usually within a few minutes. Once you're speaking to an adviser your call should take an average of 8 to 10 minutes.

