

Standards of service

See what we do to deliver the highest possible standard of service to you.

We are committed to providing excellent customer service and meeting the needs of our customers in a professional manner. Here's what you can expect from us. All targets are 100% unless stated otherwise.

Our staff

We will always be polite, friendly and professional at all times, and treat everyone fairly.

Our contact with you

- If you contact us about an issue that we cannot investigate, we will provide you with the contact details for an organisation who can help.
- Our correspondence will be easy to understand.
- When we receive a response to your complaint from the service provider, we will provide you with a copy within 5 working days.
- We will also keep you updated throughout the complaint investigation.

Contacting us by telephone

You can call us for free on 0800 121 6022, Monday to Friday, 9am – 5pm.

We will aim to answer 85% of calls to 0800 121 6022 within 40 seconds on average.

If you leave us a voicemail, we'll call you back within 3 hours, if left before 4pm Monday to Friday, excluding bank holidays. Calls left after 4pm will be returned within 3 hours the next working day.

Contacting us in writing

You can contact us in writing by:

- email: contact@consumercouncil.org.uk
- online using our [online complaints form](#)
- sending a letter to FREEPOST THE CONSUMER COUNCIL

We will acknowledge written correspondence sent via email or letter within 3 working days. We'll then contact you to move forward with your complaint, and ask you for more information if we need it.

Meeting us in person

You can book an appointment to speak to one of our advisors in person at our offices in Belfast City Centre. We aim to meet you within 5 minutes of your appointment time. [Contact us](#) in a way that suits you to book an appointment.

If you visit our offices without an appointment, one of our advisors will speak to you within 15 minutes.

Helping consumers with particular needs

If you need a bit of extra help, we'll do what we can. We:

- have a telephone translation service through Big Word Translation
- are a JAM Card friendly organisation
- have induction loops in our office and have a Textphone facility
- ensure our website is as accessible as possible. All information on our website is text reader compatible and can be viewed in large text. We also have read-aloud software, language translation, and font size changes
- can provide our information in various formats upon request, such as Audio CD or in Braille.

Our recent performance reports

- Document
[Standards of Service January to March 2024.pdf](#)
- Document
[Standards of Service April 2023 to March 2024.pdf](#)
- Document
[Consumer Council Standards Of Service 120124.pdf](#)
- Document
[Service Standards July to September 2023.pdf](#)
- Document
[Standards of Service Quarter 3 2022.pdf](#)
- Document

[Standards of Service July to September 2022.pdf](#)

- Document

[Standards of Service April June 2022.pdf](#)

- Document

[Standards of Service January March 2022.pdf](#)

- Document

[Standards of Service October 2021 December 2021.pdf](#)

- Document

[Standards of Service 2021 to 2022.pdf](#)

Taking your feedback on board

We're always trying to make our service to you better, and we welcome your feedback.

[See ways that we have changed and improved our services as a result of your feedback.](#)

Unhappy with our service?

If you are unhappy with our service and make a complaint, we will acknowledge this within 3 working days and provide a written response to you within 10 working days. Find out more [here](#).