



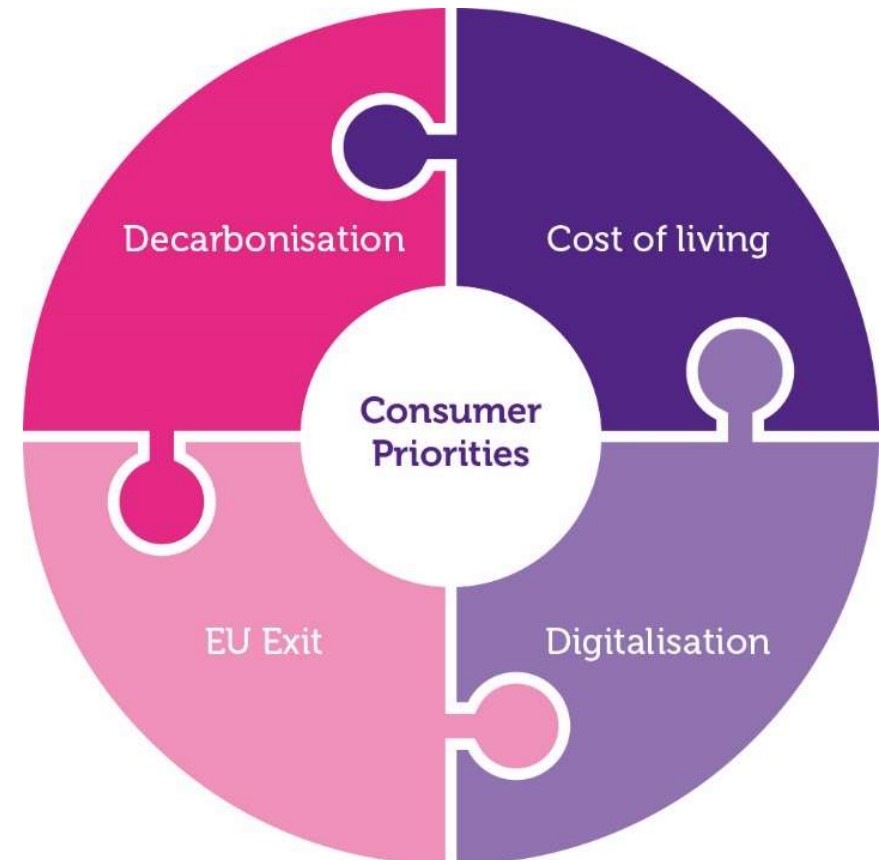
**The Consumer Council for Northern Ireland and BS ISO 22458: Consumer Vulnerability**

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# The Consumer Council



- Statutory consumer body for Northern Ireland.
- Designated super-complaints body.
- Citizen-centric, safeguard protections and support economic recovery:
  - influencing policy
  - investigating complaints
  - providing advice, information and support
  - representing views and monitoring trends
  - empowering and educating
  - carrying out research
- Statutory powers in energy, water and transport:
  - billing disputes and complaints handling
  - investigations and research
  - performance standards



# Our Consumer Council standards

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## Setting standards

A desire to ensure high standards and consistency across our broad remit led us to become the first organisation in Northern Ireland to attain BS18477 in March 2021.

## Implementing review

The formalisation of processes, and evidencing of behaviours, was challenging when systematically reviewing of all aspects of our services.

## Generating benefits

We have developed our first consumer vulnerability policy and definition and improved our staff guidance, training and support.

# Advocating for consumers

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## Setting standards

Holding BS18477 enables us to demonstrate that we ‘practice what we preach’ when undertaking our statutory role in the Northern Ireland utilities sector.

## Driving improvement

Our partnership with the Utility Regulator on their Best Practice Framework will lead to the requirement that all companies seek, secure and maintain BS ISO 22458.

## Achieving results

Northern Ireland’s largest electricity supplier has achieved the standard while other companies have sought feedback from us about its benefits and challenges.

# The benefits of BS ISO 22458



	Performance	Clarity	Trust
Companies	Independent review and guidance	Compliance and assurance	Improved service and brand protection
Consumers	Improved service	Consistent minimum standards	Confidence and trust in the provider

**Thank you**

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