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Patsy McGlone MLA
Chair, Committee for Enterprise, Trade and Investment
Northern Ireland Assembly
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Ballymiscaw
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20 February 2014

Dear Patsy

CONSUMER RIGHTS BILL

During the ETI Committee meeting this week (20 February), members requested that the Consumer Council confirm its position in respect of the Consumer Rights Bill.

The Consumer Council is supportive of the Bill and welcomes the intention to simplify and clarify the law for consumers. Whilst the current provision of consumer law and protection is generally good, there are aspects which can be complex for consumers to understand. Therefore the aim to consolidate existing consumer protection and enforcement should help clarify the rights and responsibilities consumers have.



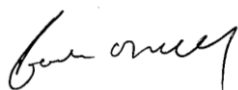
INVESTOR IN PEOPLE

Any new law must enhance consumer rights, not reduce them. Within the practical outworkings of the Bill there will be issues to address to ensure consistency of consumer protection. Additionally, it is essential there is an effective information campaign to ensure that consumers are aware the rights and remedies available, and the continuing development of the skills of consumers. The Consumer Council will be working to ensure any specific issues facing Northern Ireland consumers are identified and considered.

More detailed briefing on the proposals, which we prepared in response to consultation by the Department for Business, Innovation and Skills in 2012, is enclosed for information.

I hope this is helpful.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Aodhan O'Donnell'.

Aodhan O'Donnell
Interim Chief Executive

Copy: Jim McManus, Clerk to the Committee for Enterprise, Trade and Investment
Dennis Cunningham, Consumer Affairs Branch, DETI