

Exercise 4 - Individual Self-Assessment At the Beginning



Complete the questionnaire by ticking the relevant box, depending on how easy or difficult you would find it to be in any of the following situations.

How easy / difficult would you find it to:

	Very Difficult	Difficult	Don't Know	Easy	Very Easy
1. <u>Complain if you are overcharged in a shop?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. <u>Return an item of clothing to a shop when the zip broke the first time you wore it?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. <u>Discuss your consumer rights with a shop assistant?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. <u>Complain to the manager when you are not happy with the service or meal you receive in a cafe or restaurant?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. <u>Deal with shop assistants who say the shop has a no-returns policy and refuse to take back an electronic item which did not work when you got it home?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6. <u>Take a DVD back to the shop and ask for your money back because of the poor picture quality?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. <u>Refuse counterfeit CDs on principle when they are offered to you at a fraction of the cost of the real thing?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. <u>Take a reusable bag to the shop instead of using the shop's plastic bags?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. <u>Collect your cans and bottles for recycling?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. <u>If you had a job in a shop, how easy would you find it dealing with difficult customers?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. <u>Complain to the hairdresser about what they have done to your hair?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12. <u>Protest when someone jumps a queue?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13. <u>Maintain good eye contact when making a complaint or returning goods?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14. <u>Express anger or annoyance without being verbally abusive?</u>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Exercise 7 - Pushy or a Pushover - Which Are You?



Circle the answer relating to how you would react in the following situations.

1. **You bought a top in a shop and the assistant has overcharged you. There is a long queue of people. Do you:**
 - a) Refuse to move until you get your money.
 - b) Get embarrassed at holding the queue up and walk away.
 - c) Remain calm and point out to the assistant that there has been a misunderstanding.

2. **You hire a DVD for a quiet evening in but when you get home and play it, it jumps and the sound is of a very poor quality. Do you:**
 - a) Watch it anyway and bring it back the next night and ask them for a refund.
 - b) Watch another one and return the original without telling the shop, and go somewhere else in future.
 - c) Take the DVD back to the shop immediately, explain what happened and ask for a replacement.

3. **You buy a pair of jeans but when you get home you find it they have a broken zip. Do you:**
 - a) Wear the jeans and bring them back a few months later and demand a full refund.
 - b) Fix the zip yourself, but go somewhere else and tell others not to shop there in future.
 - c) Bring them back as soon as you can and exchange them for another pair the same.

4. **When you go to use public toilets in your town centre you find they are broken and unhygienic. Do you:**
 - a) Ring your local councillor and tell him if he does not get them cleaned you will use the toilet in the town hall instead.
 - b) Go somewhere else to use the toilet.
 - c) Write a letter of complaint to your local council about the state of the public toilets in your area.

5. **You and some friends are in a queue for the premiere showing of a film, when someone jumps the queue in front of you. Do you:**
 - a) Warn them to get to the back of the queue or you will go up and move them out of the queue.
 - b) Say nothing as you think you will all get in.
 - c) Go up to them and calmly ask them to go to the back of the queue, as it is not fair on the rest of the queue.

1. At the newsagents

I bought this bar of chocolate in here this morning and it looks as if it is mouldy.

Can I have my money back?

2. At the supermarket

I bought these biscuits yesterday but I've noticed that they are past their Best Before date.

Can I get a replacement?

3. At the department store



My aunt bought me this jacket for my birthday but it doesn't suit me. She gave me a receipt too, just in case.

Can I change the jacket for something else in here?

4. At the corner shop

Mum bought this packet of ham in here this morning and its smells off.

She wants her money back

5. At the music shop

I bought this CD in your shop at the weekend and when I got it home I found out that it keeps sticking on the third track.

I'd like a replacement please.

6. At the clothes shop

I bought this top a couple of weeks ago but I don't really like it now.

Can I change it for another colour?

7. At the market

I bought this Designer T-Shirt on your market stall last week and after one wash the print has begun to fade and come-off.

It cost me £3.50 and I'd like my money back please.

8. At the hairdressers

I'm not happy with the haircut you have given me, it looks nothing like the photo I brought in and that we discussed.

I don't think I should have to pay for a haircut I don't like.

9. At the clothes shop

I bought this shirt in here last week, reduced to £5.00 because of a slight mark on the collar.

I've washed the shirt but the mark is still there.

Can I have my money back please?

10. At the sports shop

I bought these trainers two weeks ago and they are still cutting the feet off me.

They cost me £85.00 and I'd like my money back.

11. At the market

I bought this DVD last weekend and I couldn't even watch it because the picture was all fuzzy and the sound was really bad.

I'd like my money back please.

12. At the department store

I bought these trousers about a month ago and the zip has broken.

When I rang I was told you could send them away for repair but I'd like my money back please.



1. At the newsagents

It would help if you had your receipt or if you were served by the same member of staff that you bought the chocolate from that morning, but there should not be a problem getting a refund.

2. At the supermarket

Hopefully you will still have your receipt for this purchase but even if you do not, most supermarkets and shops would offer a replacement or refund when they see that you have gone to the bother of bringing the item back to complain.

3. At the department store

You are not legally entitled to a refund or replacement if the item is not faulty. However, if the aunt had asked about the possibility of returning the jacket, at the time she bought it, and the retailer agreed, then it would be okay to do an exchange.



4. At the corner shop

Under the Sale of Goods Act 1979 goods sold, including food, should be satisfactory quality. You should get your money back, even without a receipt.

N.B. You should also let your local Council's Environmental Health Department know what happened.

5. At the music shop

Even though you have removed the cellophane and security seal from the CD, if the shop is satisfied that you bought the CD from them (the easiest way is to keep hold of your receipt), then they should offer you a replacement.

N.B. It would look suspicious to the shop if you returned the CD and did not replace it with the same album or single. The shop may think you have copied the CD before returning it.

6. At the clothes shop

The shop does not have to give a refund or replacement unless there is a fault with the top.



7. At the market

The T-Shirt was obviously a counterfeit (fake) and therefore illegal.

You do not have any rights when buying counterfeit goods, even if they are faulty.

8. At the hairdressers

If the hairdresser agreed that the style you had chosen was achievable, but the end result looked nothing like you had asked for, then you should not have to pay.

Hairdressers provide a service and by law they should perform this with reasonable care and skill.

9. At the clothes shop

You are not entitled to a refund or a replacement. The price tag on the shirt had made it clear that the price had been reduced because of a mark on the collar. You accepted this fault when buying the shirt and took the risk that the mark may not wash out.

10. At the sports shop

The fact that the trainers were hurting from the very beginning sounds as if you have bought the wrong size, in which case you have no rights.

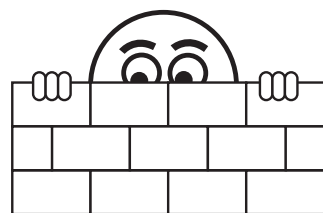
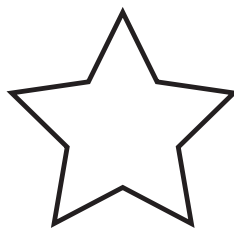
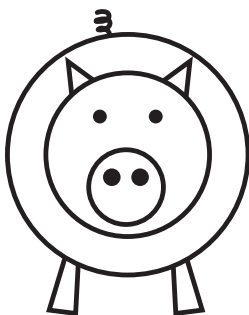
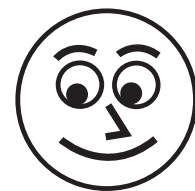
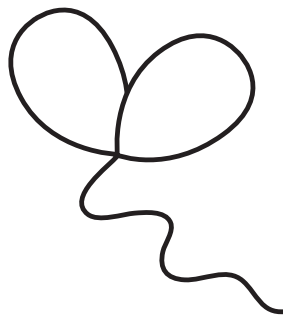
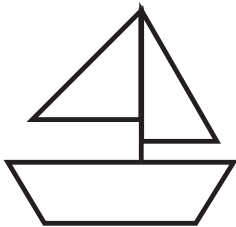
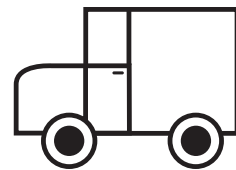
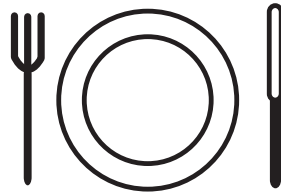
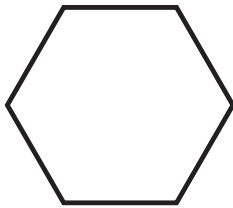
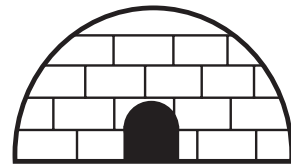
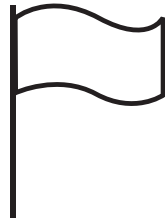
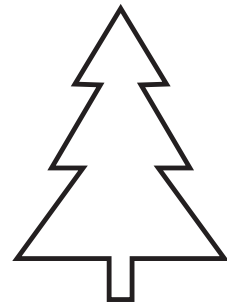
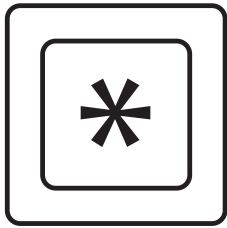
If it were discovered that the pain is being caused by, for example, a badly sewn seam, then there would be a chance for a replacement or refund.

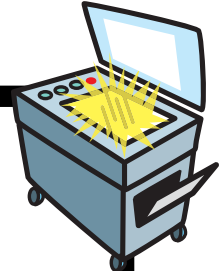
11. At the market

This sounds as if you have bought a counterfeit (fake) DVD. Sometimes the sellers go to a lot of effort to make the packaging of fake goods look very convincing but you can never be sure about the quality of the goods inside. As the DVD is illegal, you do not have any consumer rights.

12. At the department store

If the trousers can be repaired or replaced without causing inconvenience to the buyer, then these options must be offered first. If however the repair would take too long and a replacement pair of trousers cannot be found, then the shop should offer a refund.





Evaluation

What did you think of the overall programme?

(Mark the line between 0 and 10 to show your opinion)



0 _____ 10
Rubbish Brilliant



What did you think of the venue?



0 _____ 10
Dump Home from Home



What did you think of the Facilitator(s)?



0 _____ 10
Bossy Sound as a Pound



What did you think of the exercises from the resource pack?



0 _____ 10
Death by Boredom Hot Stuff



What did you think of the DVD?



0 _____ 10
Boring Snoring Good Craic



What did you think of the acting?



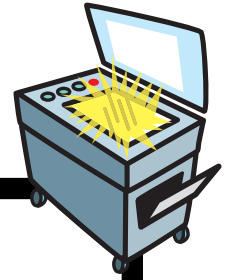
0 _____ 10
Play School Super Stars



What was your highlight of the programme?

What could be changed to make it better?

Appendices



Have Your Say - but try to think about your consumer responsibilities too:

- Use washable flannels rather than disposable tissues/face wipes/cotton wool.
- Use refillable plastic or glass jars and bottles where possible.
- Take cardboard boxes to your local council's recycling facility.
- Take plastic bottles and cans to the recycling facility - fleeces and other items of clothing can be created from plastic bottles.
- Dispose of fluorescent light bulbs carefully. They contain traces of the heavy metal mercury, which is dangerous to humans. Take these lights to your local council dump for disposal.
- Old car batteries can be recycled. They also need to be carefully disposed of because they contain acid that can burn the skin.
- Car tyres can be recycled. One use for recycled tyres is rubber turf for all-weather football pitches. Take them to your local council dump.
- Paints, solvents and glues are toxic wastes and should be disposed of carefully by bringing them to your local council dump.
- Old clothes can be recycled by bringing them to a charity shop or, if they are unfit for wearing, take them to a recycling bank where they can be reconstituted into underlay flooring and other materials.
- Use both sides of paper when possible.
- Use carrier bags more than once, most supermarkets sell 'bags for life', when these become tatty they can be replaced with new ones for free.
- Always look out for recycled paper and recycled materials.
- Cut down on packaging. Buy loose fruit, vegetables and other foodstuffs. Try to avoid packaged products and portion packs.
- Don't keep the tap running when you brush your teeth. Use a glass of water to rinse your teeth after brushing instead.

Continued overleaf >>



- Use a bowl to wash vegetables and to rinse dishes when you are washing up. This uses ten times less water than running the tap continuously.
- Take a shower instead of a bath. This can save 300 litres of water a week!
- Put a plug in the basin when you are washing.
- Fill the kettle with only as much water as you need. This saves energy as well as water.
- Get leaking taps fixed.
- Use collected rainwater to water plants.
- Fit a 'Hippo' bag in the toilet cistern to reduce the amount of water flushed away each time. You can order one from the Water Service on **0845 744 0088**.
- Use a washing line or clotheshorse instead of a tumble-dryer.
- When you do the washing, only wash a full load and use a low temperature setting on the washing machine – today's washing powders are just as effective at 40 degrees.
- Make sure your freezer is energy efficient – check that the door seals are working and defrost regularly.
- Close the curtains at dusk to prevent heat escaping through the windows.
- Switch off the stand-by on your TV and stereo. The red light on your TV uses at least 50 per cent of the energy it takes when the TV is on.



Consumer Responsibilities

The wider picture

Facts everyone should know

Did you know that?

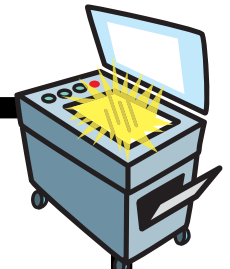
- Tropical rain forests are being destroyed at the equivalent of six football pitches per minute!;
- Northern Ireland has lost 90 per cent of lowland raised bogs due to peat cutting, drainage and forestry; and
- Only three per cent of Britain's forests are left.

(Source: Worldwide Fund for Nature (WWF))

Did you know that?

- 2.5 billion Christmas cards are thrown away in the UK every year. If laid end to end they would stretch 236,000 miles – or nine times around the earth. (Is this where all the trees are going?);
- 85,000 miles of Christmas wrapping paper is bought each year in the UK costing £150 million; and
- Each Christmas in Northern Ireland, on average every adult throws away 6 glass bottles, 17 tin cans, 5 plastic bottles and 20 lbs of paper wrapping, packaging, decorations, crackers, hats, cards and envelopes.

(Source: Green Pages, The Environment Newspaper through the Primary Values Project from CCEA)



Did you know that?

- Water covers 70 per cent of the world's surface;
- All people, animals and plants survive on just 1 per cent of the earth's water because 97 per cent is salty and of the remaining 3 per cent that is fresh water, 2 per cent is frozen;
- Twenty-five per cent of the world's population does not have access to clean, safe, drinking water;
- Every day Northern Ireland uses 690 million litres of water - 4 per cent of the total supplied to the UK; and
- Reservoirs supply 47 per cent of NI consumers' water needs, Lough Neagh supplies 32 per cent and 21 per cent comes from other Loughs, rivers and groundwater extraction.

(Source: DRD/Water Service (2002) Water: Providing for the Future – Northern Ireland Water Resource Strategy 2002-2030.

Did you know that?

- Every person in Northern Ireland uses 145 litres of water a day;
- Finite resource – no new water is being made;
- Fuel-poor households are also often water poor; as water rates may push the fuel-poor further into poverty;
- It is 2-4 times cheaper to save water rather than build a completely new water source (Source: National Consumer Council (2002) Towards a Sustainable Water Charging Policy);
- Compulsory water metering is the charging method for water used in most countries in Europe and North America;
- Installing a water meter can save water and money by monitoring use;
- Efficient water use would reduce bills and conserve supplies;
- New homes are often more water efficient. They can be fitted with water meters, dual flush toilets or smaller cisterns and include water efficient appliances;
- Controlling leakage will mean that there is more water in our water supply; and
- Yearly savings of 10,000 litres of water per household are possible if dripping taps are repaired.



HOW TO COMPLAIN

Make your voice count with our simple guide to complaining

If you have a problem with something you have bought or a service you have received you should:

- Contact the company as soon as possible - if you delay, you may be thought to have accepted the goods or be happy with the service and so lose some of your rights;
- Explain clearly to the company what the problem is and what you want – if possible, speak to the Manager and be polite but firm;
- Don't be fobbed off by excuses like "It's the manufacturer's responsibility" or "You're past our 28 day limit for complaints" – it is up to the retailer to sort out the problem because since your contract is with them and time limits set by retailers have no legal standing;
- Keep a record of everything you do in connection with the complaint, such as dates of telephone conversations, who you spoke to and what was said and keep copies of invoices, receipts, letters and contracts;
- If you are getting nowhere by talking to the trader, put your complaint in writing, addressing your letter to the Manager;
- Set out your reasons for your complaint briefly and clearly state what you will accept to put your complaint right;
- If possible, refer to your Shoppers' Rights Card and the Sale of Goods Act 1979 and finish your letter by giving the company a definite time (eg fourteen days) to respond;
- Keep a copy of any letter of complaint and send it by recorded delivery; and
- If you don't get a reply, you might want to send a second letter, pointing out the lack of response and advising that if the matter cannot be resolved in this way, you intend to get expert advice.



Expert advice

The General Consumer Council for Northern Ireland (The Consumer Council)

The Consumer Council promotes the interests of consumers and campaigns for the best possible standards of service and consumer protection. It also investigates complaints about:

- Electricity;
- Natural gas;
- Coal;
- Passenger transport (planes, trains, buses and ferries); and
- Water (proposed from April 2007)

Complaints line: 0845 601 6022

Telephone/Textphone: 028 9067 2488

E-mail: info@consumercouncil.org.uk

Complaints: complaints@consumercouncil.org.uk

Website: www.consumercouncil.org.uk

Consumerline - the Consumer Helpline

Consumerline telephone helpline and website are an advice and information service for consumers managed by the Trading Standards Service and the Consumer Council. The website contains information and advice pages on a wide range of consumer issues and problems that you can print off. You can also use the website to e-mail queries or complaints.

Telephone: 0845 600 6262 (low cost)

Website: www.consumerline.org

Adviceni

Adviceni is a membership organisation for independent advice centres in Northern Ireland which offer free advice to the public on matters such as social security, housing and consumer rights. Many of the centres also represent their clients at appeal tribunals.

Adviceni headquarters does not provide advice directly to the public but will refer people to their nearest advice centre.



Tel: 028 9064 5919
Fax: 028 9049 2313
E-mail: info@adviceni.net
Website: www.adviceni.net

Citizens Advice

Citizens Advice is the largest advice charity in Northern Ireland working against poverty and meeting the information and advice needs of some 200,000 people a year. In Northern Ireland, the CAB provides free, confidential and independent advice to both main communities and to minority communities, from 28 main offices and from 100 other outlets. Find your local office in the telephone book.

Tel: 028 9023 1120
Fax: 028 9023 6522

E-mail: info@citizensadvice.co.uk
Website: www.citizensadvice.co.uk

Belfast City Council Consumer Advice Centre

The Consumer Advice Centre (CAC) in Belfast is run by Belfast City Council's Health and Environmental Services Department. The service is only available to people who live in the Belfast City Council area, or who have a complaint about goods or services either bought from a trader in that area or whose head office is in Belfast. Its job is to give free information and advice on consumer rights to both the public and traders and to help resolve consumer complaints and disputes. The CAC can help by:

- Advising on goods and services before you buy them;
- Helping you sort out any problems with goods or services that you have already bought;
- Trying to settle any dispute between you and a trader;
- Advising and assisting on claims to the Small Claims Court; and
- Giving talks on consumer law to schools, colleges or other interested groups.

Tel: 028 9032 8260
Fax: 028 9023 7675
E-mail: consumeradvice@belfastcity.gov.uk



Environmental Health

Each local Council has an Environmental Health Department (EHD) employing Environmental Health Officers (EHOs) whose job is to enforce environmental health law.

Your local EHD provides the following services:

- Investigating complaints about food;
- Investigating complaints about consumer safety;
- Inspecting premises to ensure that they comply with food and hygiene laws;
- Enforcing health and safety law in offices, shops and other specified premises;
- Investigating complaints about public health nuisances; for example, noise;
- Investigating environmental pollution; and
- Dog-licensing and complaints about fouling, straying or dangerous dogs.

Contact your local Council if you have a complaint that should be investigated by an EHD. Contact details are listed on the Consumerline website at www.consumerline.org.uk or can be found in your local telephone directory.

The Trading Standards Service

The Trading Standards Service (TSS) is a government agency that enforces consumer protection laws including:

- False description of goods and services;
- Misleading price information;
- Counterfeit goods; and
- Weights and measures.

Telephone: 0845 600 6262

Website: www.consumerline.org

Buy Rights - Have Your Say



Facilitator Feedback Form

To help develop future resource materials, we would appreciate your comments on the Buy Rights – Have Your Say DVD and support materials.

Name: (optional)

Youth Group/School:

Address:

Postcode: E-mail:

Age group/range which took part in the Buy Rights session(s):

Number of young people that took part in the Buy Rights session(s):

Which elements of the Buy Rights – Have Your Say resource did you use with your group? (Please tick all that apply)

- I used the Buy Rights - Have Your Say DVD and all sections of the support materials
- I used the Buy Rights - Have Your Say DVD and the majority of the support materials
- I used the DVD and the sessions that deal directly with the DVD scenarios
- I used the DVD, the sessions that deal directly with the DVD scenarios and a couple of the exercises
- I showed my group the DVD but did not use the support materials.

Continued overleaf >>



Please rate each statement by circling a number on the scale

1 = Strongly Disagree 2 = Disagree
3 = Agree 4 = Strongly Agree

The Buy Rights – Have Your Say DVD film is well made, appealed to the young people and got the key messages across. 1 2 3 4

The resource materials cover important areas of the youth work curriculum in a clear, innovative and interesting way. 1 2 3 4

The resource materials are well presented and easy to use. 1 2 3 4

I would not hesitate to use this resource again. 1 2 3 4

1. What did you like most about the Buy Rights – Have Your Say DVD and resource materials?

2. Were there any elements of this resource, either in terms of presentation or content that you would change?

Please use the space below for additional comments/suggestions or feedback:

Thank you for your feedback.
Please return your form by FREEPOST to:
The Consumer Council
FREEPOST BE618
Belfast
BT4 1BR