



Consumer Parliament

The Guildhall, Derry/Londonderry
Friday 23 March 2018, 10.00am – 3.30pm
(Registration from 9:00am)

Your chance to raise your consumer issues with the people who can help!

Learn about your consumer rights, how to reduce your bills, and what to do when things go wrong.

Breakout sessions will focus on flooding, energy, transport, postal services, broadband and telecoms.

FREE EVENT

Refreshments and lunch provided.

Spaces are limited so book your place today!

[www.consumercouncil.org.uk/
consumerparliament](http://www.consumercouncil.org.uk/consumerparliament)

Or telephone: **0800 121 6022**



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A consumer clinic will be held all day for one-to-one queries.

9.00am:

Registration, tea/coffee, networking

Plenary session

10.00am:

Welcome

- Councillor Maolíosa McHugh, Lord Mayor, Derry City and Strabane District Council
- Sheila McClelland, Chair, The Consumer Council

10.30am:

- 2018 Consumer Insight Survey announcement of findings.
- Overview of the day's proceedings
John French, CEO, The Consumer Council

Breakout sessions

10.45am – 11.45am:

- Have your say: Energy
- Have your say: Transport
- Have your say: Postal services, broadband and telecoms
- Have your say: Flooding

11.45am – 12.00pm: Break

Breakout sessions

12.00pm – 1.00pm:

- Have your say: Energy
- Have your say: Transport
- Have your say: Postal services, broadband and telecoms
- Have your say: Flooding

1.00pm – 1.45pm:

Lunch and exhibition stands

Plenary session

2.00pm:

Feedback from breakout sessions and follow up actions

3.00pm:

Consumer quiz

3.20pm:

Prize Draw

For more information, please email

thomas.mccaffery@consumercouncil.org.uk

or **siobhan.rafferty@consumercouncil.org.uk**
or call **0800 121 6022**