

# Standards of service

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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.

## **Our staff**

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

## **Contacting us by telephone**

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

We will aim to answer 75% of calls to 0800 121 6022 within 40 seconds on average.

If you leave us a voicemail, we'll call you back within 3 working days, Monday to Friday, excluding bank holidays.

## **Contacting us in writing**

You can contact us in writing by:

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

You'll receive an automated acknowledgement to confirm receipt of your correspondence. 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.

## **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**

- Standards of Service October to December 2023  
[Consumer Council Standards Of Service 120124.pdf](#)
- Standards of Service - July to September 2023  
[Service Standards July to September 2023.pdf](#)
- Standards of service - April to June 2023 [Standards of service - April to June 2023](#)
- Standards of Service - January to March 2023 [Standards of Service - January to March 2023](#)
- Standards of Service - October to December 2022  
[Standards of Service Quarter 3 2022.pdf](#)
- Standards of Service - July to September 2022  
[Standards of Service July to September 2022.pdf](#)
- Standards of Service - April to June 2022  
[Standards of Service April June 2022.pdf](#)
- Standards of Service - January to March 2022  
[Standards of Service January March 2022.pdf](#)
- Standards of Service - October 2021 to December 2021  
[Standards of Service October 2021 December 2021.pdf](#)
- Standards of Service 2021-2022 [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.](#)