The Consumer Council Customer Journey Roadmap

October 2020

If a query does not fall within our remit then we make every effort to refer the Consumer to the appropriate body

Contact The Consumer Council by phone, letter, email or in person

Please let us know if you need any extra help or support, or have a preferred way for us to stay in touch with you

We acknowledge the Consumer's contact within 3 working days

98.3% of contacts were acknowledged in 3 working days

We update the Consumer and provide information on service standards

We will send the complaint to the relevant service provider

We obtain the service provider's response within 10-15 working days and review internally

We send the response to the Consumer within 5 working days

98.9% agree they were kept up to date by us

We obtain feedback from the Consumer

If necessary, further investigation will be undertaken by us

99.4% of consumers said they were satisfied

We keep the Consumer updated on further developments

If a resolution has been achieved, the case will be closed

We inform the Consumer of the case closure

The Consumer gives feedback on our service