

What is the role of Consumer Focus?

Consumer Direct is the contact point for customers wanting independent advice and information. Consumer Focus does not provide this service for consumers. However, if a customer contacting Consumer Direct is in a vulnerable situation, has been or is at risk of being disconnected by their energy supplier, Consumer Direct will immediately refer the case to the Extra Help Unit at Consumer Focus. They will work directly with the energy company on the consumer's behalf to resolve the complaint. Consumer Focus will also assist vulnerable postal consumers.

Consumer Focus will provide online and telephone support for advice agency staff, including background information on the new arrangements and assistance with answering queries on energy and postal matters.



What is a vulnerable consumer?

A vulnerable consumer is someone who is unable to take action to resolve a complaint on their own. There will be different reasons for this, for example, it may be because of a problem's complexity or urgency, or because of the individual's personal circumstances.

Consumer Focus is producing support packs for advice agency staff, which will provide in-depth guidance, information and contact details on energy issues. These will be distributed in September.



