



Questions & Answers

1. If a shop sells you a meat pie past its use-by date, where should you complain?
The Environmental Health Department from the local Council which covers the shop's area
2. Which company operates public transport in Northern Ireland?
Translink
3. If the coalman delivers less than he charges you for, where should you complain?
Consumerline who will refer the complaint to Trading Standards Service
4. What does the Northern Ireland Ombudsman investigate?
Official Bodies, Health Boards, etc
5. What does the Mailing Preference Service do for consumers?
It stops most junk mail reaching your home
6. What do the initials CCNI stand for?
Consumer Council for Northern Ireland
7. ABTA is the trade association for which profession?
Travel Agents
8. If you are dissatisfied with the service provided by your gas company, who can help you?
Consumer Council for Northern Ireland