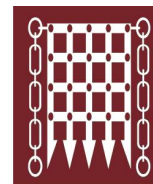


**Westminster Business Forum Keynote Seminar: Next steps for consumer protection in the UK  
- dispute processes, enforcement and the consumer markets green paper**

Timing: Morning, Thursday, 15<sup>th</sup> November 2018

Venue: Central London



**WESTMINSTER  
BUSINESS  
FORUM**

*Draft agenda subject to change*

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**  
**John Howell MP**, Chair, All-Party Parliamentary Group on Alternative Dispute Resolution
- 9.05 - 9.30 **Priorities for building an effective business environment for consumer rights**  
**Jason Freeman**, Director, Consumer Law, Competition and Markets Authority  
Questions and comments from the floor
- 9.30 - 9.40 **Ensuring a strong consumer protection framework - a view from business**  
**Siobhan Kenny**, Chief Executive, Radiocentre
- 9.40 - 10.30 **Optimising the consumer protection framework in the UK following the consumer markets green paper**  
**Meghna Tewari**, Head of Retail Market Policy, Ofgem  
**Helen Dewdney**, Consumer Champion, The Complaining Cow  
**Thomas Docherty**, Head of Public Affairs (Nations and Regions), Which?  
Senior speaker confirmed from the **Financial Ombudsman Service**  
Questions and comments from the floor with **Siobhan Kenny**, Chief Executive, Radiocentre
- 10.30 - 10.35 **Chair's closing remarks**  
**John Howell MP**, Chair, All-Party Parliamentary Group on Alternative Dispute Resolution
- 10.35 - 11.00 Coffee
- 11.00 - 11.05 **Chair's opening remarks**  
**Yvonne Fovargue MP**, Chair, All-Party Parliamentary Group on Consumer Protection
- 11.05 - 11.30 **Supporting coordination of consumer protection between national and local levels**  
**Lord Harris of Haringey**, Chair, National Trading Standards Board and Vice Chair, All-Party Parliamentary Group on Financial Crime and Scamming  
Questions and comments from the floor
- 11.30 - 11.40 **Single ombudsman schemes - options for strengthening the consumer complaints process**  
**Dr Matthew Vickers**, Chief Executive and Chief Ombudsman Designate, Ombudsman Services
- 11.40 - 12.30 **Next steps for consumer rights enforcement - accountability, responding to changing consumer habits and raising consumer awareness of redress options**  
**Professor Chris Willett**, Professor of Law, University of Essex  
**Steve Ruddy**, Head, Buckinghamshire and Surrey Trading Standards  
**Charlene Sumnall**, Barrister, Five Paper Buildings  
**Matthew Upton**, Director of Policy, Citizens Advice  
Senior representative, business  
Questions and comments from the floor with **Dr Matthew Vickers**, Chief Executive and Chief Ombudsman Designate, Ombudsman Services
- 12.30 - 12.55 **The future for consumer protection in the UK**  
**Tim Jarvis**, Director, Consumer and Competition Policy, Department for Business, Energy and Industrial Strategy  
Questions and comments from the floor
- 12.55 - 13.00 **Chair's and Westminster Business Forum closing remarks**  
**Yvonne Fovargue MP**, Chair, All-Party Parliamentary Group on Consumer Protection  
**Peter van Gelder**, Director, Westminster Business Forum