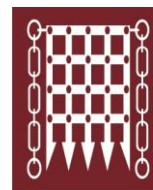


**Westminster Business Forum Keynote Seminar: Next steps for consumer protection in the UK
- dispute processes, enforcement and the consumer markets green paper**

Timing: Morning, Thursday, 15th November 2018

Venue: Central London



**WESTMINSTER
BUSINESS
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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**
Senior speaker confirmed from the **Financial Ombudsman Service**
Senior speaker confirmed from **Which?**
Senior representative, mediation
Senior representative, regulator
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**
Senior Parliamentarian
- 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 **Options for strengthening the consumer complaints processes**
Senior speaker confirmed from **Citizens Advice**
- 11.40 - 12.25 **Next steps for consumer rights enforcement - accountability, responding to changing consumer habits and raising consumer awareness of redress options**
Steve Ruddy, Head, Buckinghamshire and Surrey Trading Standards
Senior representative, business
Senior lawyer
Senior academic
Questions and comments from the floor with senior speaker confirmed from **Citizens Advice**
- 12.25 - 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**
Senior Parliamentarian
Peter van Gelder, Director, Westminster Business Forum