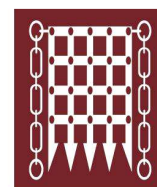


Westminster Business Forum Keynote Seminar: Next steps for consumer protection in the UK - dispute processes, enforcement and the consumer markets green paper

Timing: Morning, Thursday, 15th November 2018

Venue: Sixty One Whitehall, London SW1A 2ET



**WESTMINSTER
BUSINESS
FORUM**

Agenda subject to change

- 8.30 - 9.00 Registration and coffee
- 9.00 - 9.05 **Chair's opening remarks**
Yvonne Fovargue MP, Chair, All-Party Parliamentary Group on Consumer Protection
- 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 **'When consumer protection regulation goes wrong - a business case study'**
Judith Spilsbury, Head of Training & Special Projects, 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, The Complaining Cow Consumer journalist, author and blogger
Thomas Docherty, Head of Public Affairs (Nations and Regions), Which?
Annette Lovell, Director, Engagement, Financial Ombudsman Service
Questions and comments from the floor
- 10.30 - 11.00 Coffee
- 11.00 - 11.25 **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
- 11.25 - 11.35 **Single ombudsman schemes - options for strengthening the consumer complaints process**
Dr Matthew Vickers, Chief Executive and Chief Ombudsman Designate, Ombudsman Services
- 11.35 - 12.30 **Next steps for consumer rights enforcement - accountability, responding to changing consumer habits and raising consumer awareness of redress options**
Dr Christine Riefa, Reader, Brunel University London
Matthew Upton, Director of Policy, Citizens Advice
David Travers QC, Barrister, Six Pump Court
Leon Livermore, Chief Executive, Chartered Trading Standards Institute
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**
Beth Martin, Deputy Director, Consumer and Competition Directorate, 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
Roger Greer, Associate Producer, Westminster Business Forum