



The Consumer Support Network (CSN)

www.csnconnect.org.uk

Trading Standards Consumer Advice Leaflet

What is it?

The Consumer Support Network (CSN) is made up of a wide range of organisations working together to provide better services for consumers. Every area in the country is now developing its own network. We are building links with businesses, schools and community groups.

What are the benefits of joining?

The Consumer Support Network offers:

- Free help, support and advice to East Sussex consumers.
- Liaising with organisations to protect the vulnerable.
- Consumer education and advice for all ages.
- A directory of useful numbers.
- A quarterly newsletter.
- Relevant press releases relating to current Trading Standards initiatives.
- Bulletins about bogus traders and scams in the area.
- Access to a direct line to the Consumer Advice Team at Trading Standards.
- Free training from Trading Standards and other CSN members.
- A members extranet

If you are office based you will have the opportunity to display relevant leaflets such as Consumer Advice Booklets.

We have over 100 members so far including Citizen Advice Bureaux, East Sussex Age Concern, Direct Debtline, Community Legal Service Partnership, East Sussex Disability Association and Neighbourhood Watch.

We are constantly looking to expand the network and would like to get more organisations involved.

What do I have to do join the CSN?

The CSN is free to join and requires very little action on the part of the member. To become a CSN member please complete the application form and return it to Louise Baxter, Team Manager at East Sussex County Council by:

- Fax: **01323 463422** or
- Email: **csn@eastsussex.gov.uk** or
- Post: **Trading Standards Service, St Mary's House, 52 St Leonards Road, Eastbourne, East Sussex, BN21 3UU**

If you would like more information you can call **01323 463420**.

East Sussex
County Council

