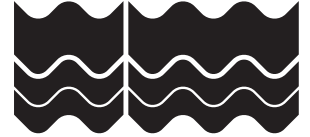


# Consumer Champions



## Initiative

### What is it

The Consumer Champions Initiative is a new scheme which East Sussex Trading Standards Service has developed to make it easier for residents to access information in their local communities, where and when they need it.

The Consumer Champions Initiative's main aim is to empower its members to signpost the local community to the correct organisation, authority or service when they are encountering problems or need advice.

### What are the benefits of joining?

By putting yourself forward as a Consumer Champion you will receive and have access to the following information:

- A Consumer Champions Support Pack which will contain information relevant to the queries that you may come across from people in your local community. Examples include, a directory of useful contacts, flowcharts to guide you through a consumers problem and help you identify who can help, a copy of sample leaflets which you have access to and how they can be obtained.
- An allocated Fair Trading Officer who you can contact directly if you have a query from a local resident which you are unsure how to answer.
- A meeting twice a year with your allocated Fair Trading Officer and the other members of the Consumer Champions Initiative, to discuss the success of the scheme, areas for improvement and answer any questions.

- Membership of the Consumer Support Network, enabling the Consumer Champion to be kept up to date on the latest scams and issues causing consumer detriment.
- The chance to make a difference to your local community, by helping them identify who they can go to, to resolve their problems. You can also alert Trading Standards to any localised issues that are causing consumer detriment.

### What do I have to do to become a Community Champion?

- It is free to become a Consumer Champion and the role of the Champion can be as involved as you want it to be (dependant on local need)
- Consumer Champions may be consulted from time to time by a Fair Trading Officer at Trading Standards for their opinions on the work that we do and the service that we offer. It is not obligatory for Consumer Champions to respond.
- All we need are your contact details, including an email address if you have one.

To become a Consumer Champion, please complete the application form on our website.  
[www.eastsussex.gov.uk/consumeradvice](http://www.eastsussex.gov.uk/consumeradvice)