

G.Sasse

I have just read your consumer issues notice with the deadline of the 19th April. I am sure you are right to take this matter seriously, and I think the outlines you propose sound very good. One issue that maybe you should look at is the impression that I (as a consumer) have, that Ofcom does not want to hear concerns from me, and that I should take any concern to the manufacturer, and then to any other body rather than to Ofcom.

It does not matter whether this is unfair - and I suspect it is because of some legal requirement - the fact remains that this is the perception. As most people lead very busy lives - it deters comment on issues you need to hear about.

Assuming you can do nothing about this for legal reasons, it seems important that you indicate (and publicise) a consumer body - maybe Which? since it has been given statutory status - to which such concerns should be routinely referred. They can then evaluate the concern and raise it directly with you if they think it an important matter. By creating such an approved channel, you will get to hear much earlier if there are matters for concern.