

What is Consumer Scotland?

This is an Easy Read overview of the work of Consumer Scotland.



Consumer Scotland is a public sector body established by the Scottish Parliament.



Our purpose is to improve the lives of consumers in Scotland both now and in the future. We do this by publishing evidence on consumer issues and making recommendations to Government and other decision-makers.



Consumers are defined as individual consumers or small businesses who buy, use or receive goods or services in Scotland.



We are accountable to a Board who work with our Executive Team to provide strategic direction.



We work with a wide range of organisations who are experts in consumer issues across the public, private and third sectors.



We fund Advice Direct Scotland and Citizens Advice Scotland to provide help and advice to consumers on a range of issues. We do not provide advice or support directly to consumers ourselves.



We represent consumers' interests in many different areas through our work. This includes energy, water, postal services, transport, communications, housing and legal services.



We can carry out investigations where we think harm is being caused to consumers – or where there is a risk of harm in future.



We publish a variety of reports, consultation responses and briefings relating to subject matters that are of interest to consumers, which can all be found on our [website](#).



We also play a role in understanding and influencing Scotland's approach to climate change to ensure it delivers effectively for consumers.



Our ambition is that every consumer in Scotland can participate in a fair and sustainable economy, confident their needs and aspirations will be met.