

Consumer Protection

The Tory government has deleted consumer protection laws leaving customers with totally worthless product guarantees.

There is no longer any legal redress through the courts for consumers; Judges have been given direct instructions not to uphold cases against The Corporations.

The Government Trading Standards department has been stopped from dealing with customer complaints.

Customers are being ignored by corporate complaint departments & they are being directed to the Citizen Advice Bureau for help. A bureau that is run on the cheap by volunteers.

Trading Standards

No longer investigate complaints & now direct people to the Citizens Advice Bureau.

The Citizens Advice Bureau

Citizens Advice will assess your complaint & make recommendations to help you. But they will not take on your case or represent you.

If you pursue your case, after a month they will recommend you to complete another Alternative Dispute Resolution (ADR) Scheme.

Ofcom

Ofcom is another ombudsman who no longer accepts consumer complaints.

It appears impossible to find a portal to complain about BT Openreach the failed UK broadband network.

As BT well knows, Fibre Broadband should be delivered to every street with a local distribution box. This is how the original telecoms network was set up over 100 years ago.

In most places BT are still using 50 year old copper cables put in for telephone use.

They have been paid a thousand times to replace these cables but have failed to upgrade them even though its annual profits are £2.6 billion annually,

The repeated breakdown of BT's outdated underground cables causes customers massive inconvenience.

Threatened with a £50 charge some people are too frightened to make a complaint.

They lose access to email accounts, bank accounts, their own website, government tax administration, Netflix TV, etc

BT Openreach have held on to the local network franchise but are too busy making profits to put enough engineers on to do the necessary maintenance or upgrade the local network. This leaves their customers waiting weeks for maintenance call outs that should be sorted within days.

BT pays its shareholders 14% dividend which is excessive. They should pay their shareholders a maximum of 10% until the UK is properly rewired.

The Consumer Rights Act 2015

The Consumer Rights Act 2015 like The Infrastructure Act 2015 is just another confidence trick from the Corporate Conservative government.

The population of the United Kingdom are losing the fabric of its society, the legal protections which it takes for granted.

The Conservatives are speedily changing laws every day to allow The Corporations unfettered access to our consumer base & ownership of our public owned property & institutions.

Our children already resent our generation for watching the destruction of the UK economy, now they will become slaves in a Rentier Society because we were too polite to complain about losing our & their legal rights.

www.RealNewsUK.com

26th April 2016

#opensource

THE MOVEMENT FOR UNIVERSAL DEMOCRACY & JUSTICE