

Claire Baker
Convener, Economy and Fair Work Committee
Scottish Parliament
Edinburgh
EH99 1SP

17th January 2024

Dear Convener,

Consumer Scotland Draft Work Programme 2024-2025

Consumer Scotland has today published our [Draft Work Programme for 2024-2025](#) setting out our priorities for the coming year.

I am pleased to provide a copy of the draft programme to the Economy and Fair Work Committee for its views.

The draft work programme sets out how Consumer Scotland will advance the interests of consumers across three strategic challenges which inform all our work: affordability, consumers in vulnerable circumstances and climate change mitigation and adaptation. We will seek to deliver on these challenges by convening and bringing more coherence to activity across the consumer landscape.

As the levy-funded advocacy body for the electricity, gas, post and water sectors in Scotland our draft work programme also sets out our plans within these key areas, as well as within the wider economy. The programme also contains details of how we will deliver on our statutory roles in relation to the Consumer Duty, recall of goods and investigations.

Working collaboratively is central to our approach and we have launched an [online survey](#) seeking views on the programme, which runs until 16th February. Following an analysis of feedback from the Committee and the responses from the public survey we will publish our final work programme in March and lay it before the Scottish Parliament.

Consumer Scotland has today also issued a separate [online survey](#) on a new draft [Investigations Prioritisation Criteria](#) which also runs until 16th February.

The new criteria seek to maximise the impact of our investigations in line with our remit, available resources, and strategic significance. We would also welcome feedback from the Committee on this aspect of our work.

We look forward to your views and please get in touch if you require any further information or would like to discuss any aspects of the plan in more detail.

Yours sincerely

A handwritten signature in blue ink, appearing to be 'S. Ghibaldan', written in a cursive style.

Sam Ghibaldan

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