



Partner pack

How community groups, libraries and advice centres can work with Consumer Protection UK.

Who we are. Consumer Protection UK (CPUK) is an independent UK consumer-advocacy initiative, registering as a Community Interest Company (company number pending). We are not a law firm, a regulator or a government body, and we do not give legal advice. We help people in the UK only.

What is free

- A personal action plan: answer a few questions and get your rights, deadlines and best route.
- Free complaint letter and email templates.
- Guides to complaining to major UK companies, with the ombudsman to use if it goes wrong.
- A free initial review of a person's case.
- Scam and recall alerts by email, a simple view, an easy read guide and read-aloud for people who find websites hard.
- Printable posters and checklists for your noticeboard.

How you can help

1. Display a poster or leaflet, or share the link **consumer-protection.org.uk**.
2. Tell people they can start a free case review on the website, or phone us.
3. Ask us to talk to your group, or to send printed copies.

What working together means

- There is no fee either way. We do not pay or receive fees for referrals unless we agree it in writing and tell people first.
- You stay independent. We will not use your name or logo without your written permission.
- We will never ask you to give legal advice or collect money for us.

Please read: our paid service. CPUK is preparing an optional paid service in which we would handle a case for the customer and charge a success fee only if money is recovered. It is not available yet. Our free tools and guides stay free. When it starts, we will tell partners first, we will always show people the free options before any fee, and you can tell us if you would rather not mention it.

We cannot guarantee any outcome. Rights and rules change, so our guides show when each page was last checked.