

# Coal

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What you are entitled to if you buy coal, safety issues and how the Consumer Council can help with complaints about coal.

# **Your consumer rights when you buy coal**

## **Weight**

Coal is sold by weight. The weight should be marked clearly on the bag. If you get your coal delivered from a company in open-topped bags, there should be a notice displayed on the lorry telling you the weight of the bag. It is a criminal offence to sell or deliver short weight.

## **Price**

The price of the coal should be displayed clearly.

## **Safety**

Safety problems can arise from damaged fires or blocked chimneys, leading to carbon monoxide fumes. Have your chimneys swept at least once a year.

If you have concerns about the safety of coal fired heating, who to contact about safety issues will depend on who owns the property:

- Owner-occupiers should contact the Environmental Health Department of their local Council
- Housing Executive tenants should contact their NIHE District Office
- Private tenants should contact their landlord.

## **Complaints about coal**

If you've bought coal and you aren't happy with it, there is help available. Different organisations can help with different issues.

- If you have an issue with weights and measures, such as buying a bag of coal that you think is short in weight, you should contact Trading Standards by calling Consumerline on 0300 123 6262.

- If you have an issue with the quality of the coal, contact the person or shop that you bought it from.

If you have raised a complaint with the fuel supplier and are unhappy with the outcome, you can contact us at the Consumer Council and we will investigate the complaint on your behalf.

[Contact us about your complaint here.](#)