

Accreditations and awards

We're an award winning organisation and we are proud of what our people have achieved.

Our accreditations and awards



Customer Service Excellence

Customer Service Excellence recognises organisations who prioritise making customer-focused change within their organisation. We have retained the Standard for 5 years, since 2017.



ISO 22458 Consumer Vulnerability with the BSI Kitemark

The BSI Kitemark™ for inclusive service is a high-level certification, issued to organisations that have met strict criteria for protecting their customers when they are in vulnerable situations.



ISO 9001 Quality Management

Awarded for our commitment to meeting customer expectations and embedding effective processes across the organisation to ensure a quality service is delivered at all times.

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ISO 27001 Information Security

The international standard for information security which we achieved due to our best-practice approach to information management embedded across our people, processes and technology.



Investors in People

We have achieved Investors in People Gold, demonstrating our commitment to our people and our purpose and our continued investment in our staff members' development.

The CIPR logo, featuring the letters 'CIPR' in white on a red square background.

Chartered Institute of Public Relations

Achieved two gold CIPR Awards in 2022 and one silver award in 2023, demonstrating our expertise in communication and empowerment. Awards: Best Public Sector Campaign (Gold) and In-house PR Team of the Year (2022: Gold, 2023: Silver).



Diversity Mark

Diversity mark

We have a Bronze Diversity Mark for our commitment to advancing diversity and inclusion within our workplace.



Cycle Friendly Employer

We are a cycle friendly organisation accredited by Cycling UK, meaning we provide a safe way for our colleagues to bike to work, promoting health and well-being.



JAM Card friendly organisation

JAM Card allows people with a hidden disability or communication barrier to tell others that they need extra time and understanding in a private and easy way. We are a JAM Card friendly organisation.



Disability Confident

Disability Confident is a government initiative designed to encourage employers to recruit and retain disabled people and those with health conditions.

More about the Consumer Council for Northern Ireland

Who we are and what we do

An overview of the Consumer Council for Northern Ireland.

Our leadership team

Meet our Chief Executive and leadership team.

Equality, diversity and inclusion

We're committed to creating an inclusive culture where a diverse range of people can work together.

Corporate responsibility and sustainability

As Northern Ireland's statutory consumer body, what matters to you matters to us.