

Our performance

What we have achieved for consumers in Northern Ireland.

We work hard to deliver benefits for consumers in Northern Ireland and we put you, the consumer, at the heart of everything we do.

Delivering for consumers in Northern Ireland

We measure our performance through four consumer outcomes, which are:

- Ensuring fair treatment and consumers getting value for money.
- Working to improve the quality of products and services, enhancing consumer confidence and trust.
- Ensuring the products and services consumers rely on are accessible, safe and secure, and
- Meeting consumer needs and expectations of the Consumer Council's services.

View our annual report and accounts, and complaints and communications report below which summarises all activity of the Consumer Council for Northern Ireland.

Annual Report and Accounts

[Annual Report and Accounts for 2021-2022](#)

[Annual Report and Accounts for 2020-2021](#)

Annual complaints and communication reports

[Annual complaints and communication report 2022-2023](#)

[Annual complaints and communication report 2021-2022](#)

Find out more about us

Accreditations and awards

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

Who we are and what we do

An overview of the Consumer Council for Northern Ireland.