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## PRESS RELEASE

### Consumer Council signs up to 'Every Customer Counts'

The Equality Commission has welcomed the Consumer Council as the latest signatory to its 'Every Customer Counts' initiative. The initiative was designed to encourage organisations and businesses across Northern Ireland to consider if they can improve the service they offer to clients and customers with a disability.



*Equality Commission's Frank Fleming (centre) with members of the Consumer Council's Customer Support Team, Brónach Graham, Rosemary Beers, Alan Cree and Fiona Burns*

Through the work of 'Every Customer Counts', it is recognised that a significant proportion of our population may not be receiving the same standard of service that those without a disability enjoy every day. In Northern Ireland 21% of the adult population and 5% of children have a disability. The Equality Commission initiative aims to assist organisations to reduce any visible gap in service experienced by disabled people by providing a toolkit to assist them to identify how they can improve their service.

Dr. Evelyn Collins, CBE, Chief Executive of the Equality Commission for Northern Ireland said: "It is very encouraging that the Consumer Council is signing up to our 'Every Customer Counts' initiative. We are pleased to have the Consumer Council as a signatory and we also acknowledge the work they have already done to improve access to those with a disability."

She continued: "'Every Customer Counts' gives organisations and businesses across both public and private sectors the opportunity to really think about how they offer their service to those with a disability. The changes they make can be small and subtle or big and bold but all will ultimately be changes which will improve the service offered to their disabled clients and customers. We are delighted that the Consumer Council see the value of this initiative and we hope many others follow their lead in the coming weeks and months."

Philippa McKeown-Brown, Head of Consumer Empowerment and Protection at the Consumer Council said: "I am delighted on behalf of the Consumer Council to sign up to the 'Every Customer Counts Initiative'. The Consumer Council is committed to making

its services and facilities as accessible as possible and is always looking at ways to improve and enhance overall consumer experience.”

Further information on the Every Customer Counts initiative is available online at:  
[www.equalityni.org/EveryCustomerCounts](http://www.equalityni.org/EveryCustomerCounts)