

**Economy and Fair Work Committee  
Wednesday 13 November 2024  
29th Meeting, 2024 (Session 6)**

## **Consumer Scotland – Note by the Clerk**

### **Background**

1. [Consumer Scotland](#) is the statutory and independent body for consumers in Scotland, established by the [Consumer Scotland Act 2020](#) (“the Act”). It is a Non-Ministerial Office, accountable to the Scottish Parliament and became operational on 1 April 2022.

### **Purpose and Functions**

2. Consumer Scotland has six main functions, as set out in the Act—
  - Advocacy and advice
  - Representation
  - Research and investigation
  - Information
  - Recall of goods
  - The Consumer Duty
3. The Act sets out five key areas of focus
  - Reducing harm to consumers
  - Increasing consumer confidence
  - Encouraging public bodies to address consumer matters
  - Promoting the sustainable consumption of natural resources
  - Advancing inclusion, prosperity, and wellbeing
4. Consumer Scotland published its [Annual Report and Accounts](#) in October 2024.

### **Evidence Session**

5. The purpose of the session is to discuss Consumer Scotland’s activities, performance and impact. The Committee will hear from—
  - David Wilson, Chair;
  - Sam Ghibaldan, Chief Executive; and
  - Sue Bomphray, Director of Operations and Partnerships, Consumer Scotland.

**Clerks to the Committee  
November 2024**