

**Agenda of the Thirty-Eighth Meeting of the Ofcom Consumer Panel,
held at Riverside House, London, 12 June 2007**

- 1. Welcome and introductions**
- 2. Declaration of members' interests**
- 3. Minutes of the meeting on 16 May 2007 and matters arising**
- 4. Chairman's report**
- 5. Members' updates**
- 6. Consumer engagement**
- 7. Migrations, switching and mis-selling**
- 8. Complaints handling and dispute resolution schemes**
- 9. Update from Consumer Panel manager**
- 10. Other matters to note/agree**
- 11. Any other business**