

Communications Consumer Panel and ACOD Agenda 2019/2

held in Room G6 a/b at Riverside House on Thursday 21 February 2019 10:30 - 15:30

	Item
1	Declaration of Members' interests
	2.1 Minutes of the last meeting and matters arising
2	2.2 Updated Actions
3	Consumer update
4	Institute of Customer Service
5	Complaints update
6	Electronic Communications Code
7	New Ofcom 'Consumer Compliance' (Enforcement) approach; Vulnerability update
8	PWC: Panel research into the experiences of low income consumers
9	Market Research update
10	AOB