

Corporate documents

Governance information and corporate documents for the Consumer Council for Northern Ireland.

Annual Report and Accounts

- [Annual Report and Accounts 2021-2022](#)
- [Annual Report and Accounts 2020-2021](#)

Our plans

- [Corporate Plan 2021-2026](#)
- [Forward Work Programme 2023-2024](#)
- [2024-2025 draft Forward Work Programme](#)

Complaints and Outreach Report

- [Complaints and Communication Report 2022 - 2023](#)
- [Complaints and Outreach Report 2021-2022](#)

Minutes from board meetings

Minutes from 2022-2023 board meetings

- [Minutes of Board Meeting - February 2023](#)
- [Minutes of Board Meeting - December 2022](#)
- [Minutes of Board Meeting - November 2022](#)
- [Minutes of Board Meeting - October 2022](#)
- [Minutes of Board Meeting - July 2022](#)
- [Minutes of Board Meeting - May 2022](#)
- [Minutes of Board Meeting - April 2022](#)

Minutes from 2021-2022 board meetings

- [Minutes of Board Meeting - March 2022](#)
- [Minutes of Board Meeting - January 2022](#)
- [Minutes of Board Meeting - December 2021](#)

- [Minutes of Board Meeting - November 2021](#)
- [Minutes of Board Meeting - October 2021](#)
- [Minutes of Board Meeting - September 2021](#)
- [Minutes of Board Meeting - June 2021](#)
- [Minutes of Board Meeting - May 2021](#)

Minutes from 2020-2021 board meetings

- [Minutes of Board Meeting - March 2021](#)
- [Minutes of Board Meeting - February 2021](#)
- [Minutes of Board Meeting - December 2020](#)
- [Minutes of Board Meeting - November 2020](#)
- [Minutes of Board Meeting - October 2020](#)
- [Minutes of Board Meeting - September 2020](#)
- [Minutes of Board Meeting - June 2020](#)
- [Minutes of Board Meeting - May 2020](#)

Lists and registers

- [Register of Gifts and Hospitality provided to Board Members and Senior Leadership team](#)
- [Register of interests for staff and board members](#)

Internal financial regulations

- [Procurement policy](#)
- [National Fraud Initiative](#)
- [Anti-fraud policy](#)

Policies and procedures

- [Management statement and financial memorandum](#)
- [Equality scheme statement](#)
- [Access to information](#)
- [Our complaints procedure](#)

- [Equality, Diversity and Inclusion Policy](#)
- [Unreasonable behaviour policy](#)
- [Privacy notice and policy](#)

Invoicing Procedure

Suppliers should email all invoices to finance@consumercouncil.org.uk. Please do not post invoices to our head office.

Research notice

Sometimes research companies carry out research on our behalf.

- [View our research notice here.](#)

Terms and Conditions for Supply of Advice Services

Please see below information which applies if you receive advice services from the Consumer Council.

- [View Terms and Conditions for Supply of Advice Services here.](#)