



### Questions & Answers

1. If you are dissatisfied with your Translink bus or train service, who can help you?  
**Consumer Council for Northern Ireland**
2. What is Radio Ulster's weekly consumer programme called?  
**On Your Behalf**
3. Who can reduce the number of cold calls made to your home telephone number?  
**The Telephone Preference Service**
4. If you want a restaurant to clean up its act, which organisation will make it?  
**The Environmental Health Department from the local Council which covers the restaurant's area**
5. Where should you complain if a car dealer sells you a clocked car?  
**Consumerline who will refer the complaint to the Trading Standards Service**
6. Who runs the dog warden service?  
**Your local council**
7. Which body is responsible for gritting the roads in Northern Ireland?  
**The Department for Regional Development (DRD) – Roads Service**
8. Who should you contact if your electricity goes off?  
**Consumers should contact NIE for updates or to complaint about the power cut. If they are dissatisfied with the company, the Consumer Council for Northern Ireland can investigate the complaint on their behalf**