

Dear

**COMHAIRLE NAN EILEAN SIAR
CONTINUED DELIVERY OF CONSUMER DIRECT SCOTLAND**

The Moray Council welcomes and reaffirms its support for the aims of Consumer Direct and to Comhairle nan Eilean Siar as the provider of the Consumer Direct contact centre service for Scotland.

Specifically this Council recognises and accepts the requirement to:

- Liaise closely with Comhairle nan Eilean Siar and with other Local Authorities in Scotland on all aspects of Consumer Direct.
- Share information on local consumer issues for use by Consumer Direct advisers;
- Continue to divert, where possible, existing incoming consumer advice calls and emails;
- Accept referrals on the basis of the principles set out in the OFT Statement of Requirements and based on agreed protocols;
- Ensure, as far as possible, that the Council's Trading Standards Service is maintained and equipped to respond to referrals from Consumer Direct and in pursuing linked enforcement action;
- Promote the Consumer Direct service where opportunities arise.

I trust that the terms of this letter provide adequate assurance of the Council's commitment and I look forward to hearing from you on the outcome of the proposed bid.

Yours sincerely