

## **National Consumer Week 2009 – Know Your Rights!**

Trading Standards teams across the West Midlands have teamed up with Consumer Direct to bring a range of local events to consumers focusing on advice on information to educate consumers about their rights.

The '**Know Your Rights**' campaign launches on Monday 14<sup>th</sup> Sept and involves a number of agencies including Consumer Direct and the Department for Business, Innovation and Skills (BIS), Consumer Focus and the Trading Standards Institute. The campaign will continue later into the year rather than last for a single week as in previous years.

The partners supporting the campaign include:

- B & Q
- ASDA
- Wickes
- Figleaves.com
- ASOS

Further information is available at **[www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)**

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### **Saturday 12<sup>th</sup> September**

- **Trentham Gardens Advice roadshow**  
One of the first events in the West Midlands during National Consumer Week 2009. Make a day of it and come and see Consumer Direct West Midlands working in partnership with Staffordshire Trading Standards offering information and advice to ensure that you 'Know Your Rights!' Visit the mobile advice centre to find out more.  
Saturday 12<sup>th</sup> September 2009  
10am- 3:30pm  
The Trentham Estate, Stone Road, Trentham, Stoke-on-Trent. ST4 8JG

### **Monday 14th September**

- **Bluewater Shopping centre – National Launch event**  
Staff from Consumer Direct West Midlands will be at this National launch event to mark the start of National Consumer Week 2009  
Monday 14<sup>th</sup> September 2009  
10am – 9pm  
Bluewater Shopping Centre, Dartford, Kent DA9
- **Merry Hill Shopping Centre,**  
Dudley Trading Standards is working in partnership with Consumer Direct West Midlands and staff will be on hand at to give a range of information on your rights as a consumer.  
Monday 14<sup>th</sup> September 2009  
9.30 a.m. to 4.00 p.m.  
(Upper Mall close to Beaverbrooks) Brierley Hill, DY5 1QX

- Worcestershire County Council**  
 Worcestershire Trading Standards will be available all morning to offer information and advice with attendance from BBC Hereford and Worcester radio  
 Monday 14<sup>th</sup> September 2009  
 From 10am  
 Staff County Hall Spetchley Road, Worcester, WR5 2YA
- Warwickshire Direct One Stop Shop – Drop in advice**  
 Come along and speak to Trading Standards Staff and find out more information on your rights as a shopper  
 Monday 14<sup>th</sup> September 2009  
 Warwick, Shire Hall, Market Square, Warwick, Warwickshire CV34 4SA
- Sainsburys - Acocks Green**  
 Birmingham Trading Standards will be available for specialist advice and information on Knowing Your Rights  
 Monday 14<sup>th</sup> September 2009  
 10am - 3pm  
 1149 Warwick Road, Birmingham, B27 6RA

## Tuesday 15th September

- Merry Hill Shopping Centre,**  
 Dudley Trading Standards is working in partnership with Consumer Direct West Midlands and staff will be on hand at to give a range of information on your rights as a consumer.  
 Tuesday 15<sup>th</sup> September 2009  
 9.30 a.m. to 4.00 p.m.  
 (Upper Mall close to Beaverbrooks) Brierley Hill, DY5 1QX
- Evesham Town Centre,**  
 Worcestershire Trading Standards officers are working with Consumer Direct to offer shoppers information on their rights from faulty goods, returning unwanted items, to looking out for the small print when making a large purchase. Ask our experts who will be on hand from 11.00 - 2.00pm  
 Tuesday 15<sup>th</sup> September 2009  
 11.00am -2pm  
 Market Square, Evesham, Worcestershire WR11 4RW
- Walsall Market**  
 Walsall Trading Standards will have a stand within the market, so you can come along and speak to their specialist staff about Knowing your rights on anything from buying faulty goods to knowing what to look out for. Come along between 10-2pm to find out more.  
 Tuesday 15<sup>th</sup> September 2009  
 10am – 3pm  
 Walsall Town Centre (pedestrianized area)
- Warwickshire Direct –**  
 Specialist staff will be on hand to offer you information and advice on a range of consumer issues.

Tuesday 15<sup>th</sup> September 2009  
11am - 1pm  
Kenilworth, Smalley Place, Kenilworth, Warwickshire, CV8 1QG

- **Sainsburys Northfield (Birmingham)**  
Pick up your weekly shop as well as some information and advice on Knowing Your Rights  
Tuesday 15<sup>th</sup> September 2009  
10am - 3pm  
Frankley Beeches Rd, Birmingham, West Midlands, B31 5AA
- **Tesco (Longton Extra, Stoke on Trent)**  
Pick up your weekly shop as well as some information and advice on Knowing Your Rights from Stoke on Trent Trading Standards.  
Tuesday 15<sup>th</sup> September 2009  
10am - 3pm  
Baths road, Longton, Stoke-on-Trent, ST3 2JB

### Wednesday 16th September

- **Tesco Store Dudley**  
Dudley Trading Standards team of specialist staff will be working in partnership with Consumer Direct offering information and advice to the public.  
Wednesday 16<sup>th</sup> September 2009  
10.00 a.m. to 4.00 p.m.  
Burnt Tree Island, Birmingham New Road, Dudley, DY1 4RP
- **Worcester City**  
Why not come along and talk to the specialist team from Consumer Direct West Midlands and Worcestershire Trading Standards. Knowing Your Rights has never been easier!!  
Wednesday 16<sup>th</sup> September 2009  
11.00am -2.00 p.m  
Broad Street (round corner from Foregate St Station) with Worcestershire Council's mobile unit
- **Warwickshire Direct One Stop Shop - Nuneaton & Bedworth,**  
Specialist staff will be on hand to offer you information and advice on a range of consumer issues.  
Wednesday 16<sup>th</sup> September 2009  
11.00am -2.00 p.m  
Town Hall, Coton Road, Nuneaton, Warwickshire, CV11 5AA
- **Tesco New Oscott –**  
Specialist staff will be on hand to offer you information and advice on a range of consumer issues.  
Wednesday 16<sup>th</sup> September 2009  
11.00am -3.00 p.m  
11 Princess Alice Drive, Sutton Coldfield, West Midlands, B73 6RB

### Thursday 17th September

- **Cornbow Shopping Centre,**

Why not come along and find out more about your rights as a consumer. Dudley Trading Standards team of specialist staff will be working in partnership with Consumer Direct offering information and advice to the public.

Thursday 17<sup>th</sup> September 2009

11.00am -4.00 p.m

(Ground Floor close to Card Factory), Halesowen, B63 4AB

- **The Swan Centre** (indoor shopping centre)  
If you are doing your shopping, need some advice or want to know more about your rights as a shopper, come along and see the team of advisors who will be more than happy to help.  
Thursday 17<sup>th</sup> September 2009  
11.00am -2.00 p.m  
Kidderminster, 6 King Charles Square, Worcestershire DY10 2BA
- **Asda, Tunstall**  
Pick up some shopping and some advice too! Stoke on Trent Trading Standards will be on hand to offer you a range of information and advice to go along with your groceries!  
Thursday 17<sup>th</sup> September 2009  
11.00am -3.00 p.m  
Asda, Tunstall. Scotia Road, Tunstall, Stoke on Trent, ST6 6AT
- **Asda, Donnington**  
Come along and find out more from Telford and Wrekin Trading Standards  
Thursday 17<sup>th</sup> September 2009  
11.00am -2.00 p.m  
Asda Donnington, Saint Georges Road, Donnington, Telford, Telford and Wrekin TF2
- **Asda – Darlaston**  
Pick up some shopping and some advice too! Walsall Trading Standards will be on hand to offer you a range of information and advice to go along with your groceries!  
Thursday 17<sup>th</sup> September 2009  
10.30am -2.00 p.m  
Asda Darlaston, St Lawrence Way, Darlaston, WS10 8UZ
- **North Warwickshire One Stop Shop**  
Specialist staff will be on hand to offer you information and advice on a range of consumer issues.  
Thursday 17<sup>th</sup> September 2009  
10.30am -2.00 p.m  
Council House, South Street, Atherstone, Warwickshire, CV9 1BD
- **Wyken Adventure Centre, Coventry**  
Want to know where to go for clear practical consumer advice? As part of the local Wyken Ward Forum, representatives from Consumer Direct will be doing a presentation about Consumer Direct and how residents can access information and advice.  
Thursday 17<sup>th</sup> September 2009  
7pm- 9pm  
Wyken Adventure Centre, Ennerdale Lane, Coventry CV2 5PY
- **The Beach (Birmingham) - Chamberlain Square**  
See you at the seaside!!! Birmingham Trading Standards will be promoting the Know Your Rights campaign offering beach goers information and advice  
Thursday 17<sup>th</sup> September 2009  
11.30am - 3pm

(near the Central Public Library) Chamberlain Sq, Birmingham, West Midlands, B3 3HQ

## Friday 18<sup>th</sup> September

- **Hanley Indoor Market**  
Stoke of Trent Trading Standards and Consumer Direct will be available to offer you bags of consumer advice on a range of issues  
Friday 18<sup>th</sup> September 2009  
10.00am – 3pm  
Unit 15, Potteries Shopping Centre, Market Sq, Stoke-on-Trent, Staffordshire, ST1 1PS
- **Bloxwich Market, Walsall**  
Consumer Direct West Midlands and Walsall Trading Standards will be offering shoppers practical advice to help them understand their rights on a range of issues  
Friday 18<sup>th</sup> September 2009  
10.00am – 3pm  
Market Centre, High St, Bloxwich, Walsall WS3
- **Tesco Cradley Heath**  
Are you a savvy shopper? Come along and find out more from the deicated professional from Trading Standards who can offer you information and advice from returning faulty goods to what to look out for before making a large purchase.  
Friday 18<sup>th</sup> September 2009  
Cradley Heath, Foxoak St, Cradley Heath, West Midlands, B64 5DF
- **Stratford-On-Avon District Council,**  
Specialist staff will be on hand to offer you information and advice on a range of consumer issues.  
Friday 18<sup>th</sup> September 2009  
11.00am – 3pm  
Elizabeth House , Church Street, Stratford-Upon-Avon , CV37 6HX
- **Birmingham Central Library**  
Know Your Rights Roadshow! Birmingham Trading Standards Consumer Direct and the National Consumer Council for Water are teaming up to offer you a range of information. A chance not to be missed!  
Friday 18<sup>th</sup> September 2009  
10.00am – 3pm  
Chamberlain Sq, Birmingham, West Midlands, B3 3HQ

## Sat 19<sup>th</sup> September

- **IKEA Wednesbury**  
Find out more about your rights as a consumer, what to look out for and the latest initiatives from Walsall Trading Standards. Their advice team will be on hand to help you 'know your rights'.  
Friday 18<sup>th</sup> September 2009  
11.00am – 2pm  
Park Lane, Wednesbury, West Midlands, WS10 9SF

## Additional events

### Tuesday 22<sup>nd</sup> September

- **University of Worcester**  
Invited event for the University Fresher's Day  
Friday 18<sup>th</sup> September 2009  
11.00am – 2pm  
University of Worcester, Henwick Grove, Worcester, WR2 6AJ