

Mr Don O'Connor  
Secretary  
Business Regulation Forum  
Department of Enterprise, Trade and Employment  
Earlsfort Centre  
Hatch Street  
Dublin 2

30<sup>th</sup> May 2006

**RE: Business Regulation Forum**

Dear Mr O'Connor

I am writing in connection with your letter dated 25<sup>th</sup> May 2006, concerning the invitation to comment on the burden of regulation on businesses.

We very much appreciate the invitation to comment. However the NCA is still at an early stage of activity, and, unfortunately we are not in a position to make detailed comments at present.

The NCA would nevertheless wish to emphasise that, in our view, the course of action followed by the BRF should take into account the major principles of consumer policy as set out in the report of the Consumer Strategy Group. The priorities for the consumer are:

- Access (including market information, choice, price, and quality)
- Safeguards (including health and safety, terms and conditions)
- Advice and support
- Redress (legal remedies, other redress institutions, and alternative dispute resolution)
- Consumer voice (including input into terms and conditions and pricing, input into Government policies, and consumer responsibilities)

If these principles are given appropriate attention in your deliberations, we feel that the solution adopted will lead to a better outcome for the consumer.

Let me again express my thanks for the opportunity to contribute to your decision-making process.

With best wishes

Yours sincerely

---

Ann Fitzgerald  
Chairperson  
National Consumer Agency