

**Just some of the
Issues Covered:**

- Stress and anxiety
- Bullying & harassment
- Performance at work
- Managing Pressure
- Debt management
- Financial matters
- Family life
- Relationships
- Health & Well-being
- Child care & parenting
- Work-life balance
- Legal matters
- Bereavement
- Traumatic incidents
- and much more besides



Health Matters Monthly Newsletter

Issue Three

Monthly Newsletter

Consumer Issues

We all pay for goods and services in the belief and expectation that we get what we are paying for, but occasionally things go wrong and we need to know what our rights are as consumers. Here are some of the questions you may have asked yourself:

If I buy goods and they are faulty, can I demand a replacement?

I left my suit at the dry cleaners and they ruined it. Can I make them pay for a new one?

We went on holiday and the hotel was like a building site. Can I get compensation?

I'm being taken to court and am really worried about what will happen.

Your Employee Assistance Programme (EAP) can provide general information and advice, including the legal rights of consumers, as well as advice

on specific situations. If you have any questions at all on consumer issues, just give your EAP a call.

Your EAP is also available simply to talk things through and to help you decide whether to take a particular course of action. Don't leave it until the last minute to call - with most things in life, it's better to know what you're dealing with ahead of time.

You might just want a few tips on approaching a situation assertively. Using the right language can go a long way to ensuring the best outcome for all concerned.

Freephone: 0800 169 9952

Your EAP can help you prepare for and manage the issues and feelings you are likely to be facing. Your EAP is also available simply to listen to any concerns you may have.



Life does not have to be a
balancing act - call us anytime
day or night
-
Here to help

Free and Confidential

For Free & Confidential advice, information or personal support speak to your Employee Assistance Programme (EAP), provided by PPC Worldwide, on 0800 169 9952.

(ROI 1800 409476).

Whatever your concerns, call PPC any time, day or night, for informative, impartial discussion with one of their advisers.

Your EAP is here to help 24 hours a day, 7 days a week - confidential and free.

Minicom: 0800 0854739.

**Helping you solve life's
challenges....**

