



## Andy Allen

Andy entered the trading standards service with Cornwall County Council in 1998, spending 6 years in a variety of roles including consumer advice, business support and food enforcement activities.

Between 2004 and 2012 he managed operations for the South West region's Consumer Direct contact centre, with the centre dealing with over one and a quarter million consumer complaints in that time.

Since December 2013 Andy has led CTSI's European Consumer Centre and European Consumer Centre for Services teams. These services operate as part of a European Commission run network to provide advice and assistance in avoiding and dealing with disputes over cross border purchases. Through this work, he has also come to implement and lead CTSI's role as 'Competent Authority' auditing and approving Alternative Dispute Resolution bodies under the Consumer ADR regulations. Recently his role widened further, taking over responsibilities including consumer codes, business education and the delivery of CTSI's commercial products and contracts.