

[Home](#) > [Residents](#) > [Advice and support](#) > [Consumer advice](#)

# Consumer advice

Last Modified November 24, 2023



Whether it's advice about your rights, a dispute you need assistance with or to report a scam or rogue trader, our trading standards advice team is here to help.

We offer free, impartial and expert advice to give you the facts you need to know to enable you to deal with situations confidently, or to stand your ground against unscrupulous traders.

Blackpool trading standards team provide free advice and mediation for Blackpool residents who have problems with goods and services they have purchased.

Advice is available on 01253 478375.

Or complete our online [Consumer advice request form](#) for your information to be sent directly to the consumer advice team and we will call you back.

**Please note:** We are only able to provide a mediation service for elderly/vulnerable consumers.

**Consumer advice request**

## Telephone advice opening times

Monday - Friday: 10.00am to 4.00pm

Face-to-face advice is available **by appointment only**. Please telephone 01253 478375 to make an appointment with an officer.

## Talks and displays

Our advice and education section regularly provides talks, presentations, displays and training events for free throughout the community.

We can cover a range of topics to suit your needs, including consumer rights, having work done in the home, shopping online or getting a loan. For further information or to book us for an event, contact us on 01253 478375 or fill in the form below.

Fill in our [online talks request form](#).

## For non-Blackpool residents

For Wyre and Fylde residents or those living outside the Blackpool area, which includes reporting a Blackpool business, please contact **your own local authority** trading standards section, via [Citizens Advice Consumer Service](#) on 0808 223 11 33.

## Blackpool Council

Municipal Buildings  
Corporation Street  
Blackpool  
FY1 1NF

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