



Press Release



Empowering Consumers, Nurturing Fairness



FOR IMMEDIATE RELEASE

“NO RESPONSE, NO REDRESS”: CPB LAUNCHES GLOBAL CONSUMER PROTECTION DESK

Westminster, 07 April 2026

The Consumer Protection Bureau (CPB) has today launched a new initiative to address a growing failure in the UK’s consumer protection system affecting consumers based overseas.

The International Consumer Protection Desk (ICPD) has been established following a consistent pattern of complaints from international consumers who entered into agreements with UK-based businesses but were unable to secure redress when things went wrong.

Over the past year, CPB has been approached by individuals from multiple countries reporting similar experiences. Payments were made in good faith for goods or services that were either not delivered, or not delivered as agreed. In many cases, communication from the business ceased entirely after payment was received.

A significant number of these consumers sought help through existing UK advisory and dispute resolution bodies. Many reported receiving no response, or being told their cases could not be pursued due to jurisdictional limitations.



Telephone
+44 (0)2035854002



Email
info@consumerprotectionbureau.co.uk



Address
83 VICTORIA STREET WESTMINSTER,
LONDON, SW1H 0HW

CPB states that this is not a series of isolated incidents, but a clear and emerging pattern.

“Consumers across the world are entering into agreements with UK businesses in good faith. When those agreements fail, too many are left without any meaningful route to pursue their complaint.

No response. No redress. That is the reality many are facing.”

The ICPD has been created to provide a structured pathway for reviewing and progressing cross-border complaints involving UK-based entities. It will assess cases, identify relevant UK legal frameworks, and engage with businesses where appropriate. It will also guide consumers through escalation routes, with the aim of achieving fair and reasonable outcomes.

CPB emphasised that the ICPD is not intended to replace existing mechanisms, but to address situations where those mechanisms are either inaccessible or ineffective for international consumers.

“This gap should not exist. The ICPD is a practical and necessary response to a real and growing problem.”

The International Consumer Protection Desk is now operational and open to consumers worldwide who have experienced difficulties with UK-based businesses.

Read More:

<https://www.consumerprotectionbureau.co.uk>

About the Consumer Protection Bureau (CPB)

The Consumer Protection Bureau (CPB) is a UK Community Interest Company campaigning for fairness, transparency, and accountability in consumer markets. We advocate nationally across transport, financial services, utilities, and digital platforms amongst others to ensure consumers are treated with respect and justice.



Telephone

+44 (0)2035854002



Email

info@consumerprotectionbureau.co.uk



Address

83 VICTORIA STREET WESTMINSTER,
LONDON, SW1H 0HW