

Consumer codes project - partner update

As you will be aware, phase one of the codes project was [implemented last month](#). Since Monday 3 October, advisers have been recording cases using the updated code families and recording some additional information including detriment type and amount ([see Overview and FAQs](#) for full details). The XML and HTML referral and notification files sent to you, also reflect the changes to the system.

Since 3 October, all changes to existing code families - such as complaint type and purchase method - have been visible in the portal reports. You may have noticed that codes which are now 'redundant' meaning they can no longer be used by advisers, show the suffix - 'not in current use'. This suffix is present both in report search parameters and report results as well as in any referrals or notifications you receive.

The focus of the project over the last month has been to develop and test the introduction of the new fields within portal reports. We can confirm that additional data is now available in line with the below table.

New field	Reports where the field will be available as searchable parameter	Reports where the field will be included within results
Detriment type	<ul style="list-style-type: none"> • PUB11 • SEN01, 03, 08 • FCA01 (only available to Financial Conduct Authority users) • OFCOM1 (only available to OFCOM users) 	<ul style="list-style-type: none"> • FCA01 • OFCOM1 • PUB11 • SEN01, 02, 03, 08, 12, 14* • INT15*
Detriment value	None	<ul style="list-style-type: none"> • FCA01 • OFCOM1 • PUB11 • SEN01, 02, 03, 08, 12, 14*, • INT15*
Additional complaint type / trading practice	None	<ul style="list-style-type: none"> • FCA01 • OFCOM01 • PUB06, 10, 11, 15, 18, 22, 23 • SEN01, 02, 03, 12, 14*, • INT15, • CUBE01
Scam	None	<ul style="list-style-type: none"> • SEN02, 12, 14, • INT15*

Additional trader	None	<ul style="list-style-type: none">• SEN01, 02, 03, 08, 12, 14*• INT15*
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*Two new scam reports have also been developed, SEN14 and INT15. These will return data only for cases that have been recorded as 'suspected scam/rogue trader'. We hope to introduce these new reports within the next two weeks but unfortunately there has been a slight delay due to an issue identified in testing.

Since the changes to codes went live in October there have been 941 cases attributed with a 'detriment type' and 1402 with the value 'suspected scam/rogue trader'. The sum of monetary values of detriment recorded against cases totals over £950k.

The project will be closing formally at the end of this month, once the additional work mentioned above. Any future work around consumer codes, will be dealt with as appropriate, as part of business as usual.

If you have any questions, or experience any issues regarding codes, the portal or the consumer service more widely, please contact us through operations@citizensadvice.org.uk, or 0300 5000 922, or visit our [partner pages](#).