

Approved abbreviations v2.0

Citizens Advice consumer
service

October 2022



1. Introduction

2. Abbreviations - General

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All contacts with clients are recorded in Flare, the case handling system used by the Citizens Advice consumer service. General consumer case records are uploaded to a central data warehouse called the Consumer Data Warehouse (CDW) and shared with referral partners, for example, Trading Standards Services (TSS). Energy and post case records are shared with relevant partners via data extracts and referrals where relevant.

The abbreviation list is shared with referral partners and contact centre suppliers.

1.1 Guidance

When recording case notes and advice offered, there may be occasions when it is appropriate to use abbreviated legislation, organisation or general terminology. The use of such abbreviations is restricted to the agreed list of terms in section 2.

2. Abbreviations - General

Section A: Legislation	
ADR	Alternative Dispute Resolution for Consumer Dispute Regulations 2015
BPRs	Business Protection from Misleading Marketing Regulations 2008
CCA	Consumer Credit Act 1974
CCRs	Consumer Contract (Information, Cancellation and Additional Charges) Regulations 2013
Civ PRs	Civil Procedure Rules 1988
CPA	Consumer Protection Act 1978
CPRs	Consumer Protection from Unfair Trading Regulations 2008
CRA	Consumer Rights Act 2015
DBRs	Denied Boarding Regulations 2004
DPA	Data Protection Act 1998
EA	Enterprise Act 2002
ECRs	E-Commerce Regs 2002
EMRs	Electronic Money Regulations 2011
FOIA	Freedom of Information Act 2000
GDPR	General Data Protection Regulation
HPA	Hire Purchase Act 1964
MAPs	Consumer Protection (Amendment) Regs 2014
ODR	Online Dispute Regulations 2015
PFA	Protection from Freedoms Act 2012
POSRs	Provision of Service Regulations 2009
PSRs	Payments Services Regulations 2009
PTR92	Package Travel, Package Holidays and Package Tours Regulations 1992

PTRs	The Package Travel and Linked Travel Arrangements Regulations 2018
RTA	Road Traffic Act
S75	CCA S75
SAR	GDPR Data Subject Access Request
SOGA/SGA	Sale of Goods Act 1979
SOGASA/SGSA	Supply of Goods and Services Act 1982
SOGITA/SGITA/SG(IT)A	Supply of Goods (Implied Terms) Act
Timeshare Regs	Timeshare, Holiday Products, Resale and Exchange Regulations 2010
UCTA	Unfair Contract Terms Act 1977
USGSA	Unsolicited Goods and Services Act 1971
Section B: General	
(N)AD	(Not) As described
ADR	Alternative dispute resolution
ADV	Advice
AGMT	Agreement
ANON	Anonymous
ASAP	As soon as possible
BOC	Breach of contract
BOP	Burden of proof
B2B	Business to business contract
B2C	Business to consumer contract
C2B	Consumer to business contract
C2C	Consumer to consumer contract
C	Client/consumer
CA	Credit agreement
CB	Call back

CS	Customer Service
CSA	Conditional sale (agreement)
CANX	Cancellation rights
CC(C)	Credit card (company)
CLR	Caller (if the person contacting the service is not the consumer in order to prevent confusion as to which person has taken action)
COMP	Compensation
CONS LOSS	Consequential loss
COP	Certificate of posting
CoPrac	Code of Practice
CP	Consumer payment
CRAg	Credit Reference Agency
CRM/CRIM	Criminal
(N)CTC	(No) Commitment to contact
DAM	Damages
DC	Debit card
DCC	Debt collection company
DigC	Digital content
DD	Direct debit
DDG	Direct debit guarantee
DL(L)	Deadlock (letter)
DEL	Delivery
DEP	Deposit
DESC	Description
DSC	Doorstep crime
ECM	Enhanced consumer measures
EL	Equal liability

ENGR	Engineer
EOD	Expression of Dissatisfaction (a low level complaint about our service which is resolved by the adviser or TL on the call)
E&P	Energy and post advice
(N)FFP	(Not) Fit for purpose
NFFPMK	Fitness for purpose made known
FG	Faulty goods
Fin Co	Finance company
FFMD	Free from minor defects
FOC	Free of charge
FRR	Final right to reject
FSL	Fixed sum loan
FWT	Fair Wear and Tear
GC	General consumer advice
GWG/GOG	Goodwill gesture
GS	Goods
HO	Head Office
HP	Hire Purchase
Info	Information
IR	Independent report
ITT	Invitation to treat
KC	Keep a copy
LBA	Letter before action
LOB	Loss of bargain
LOE	Loss of enjoyment
LOF	Loss of faith
LT	Linked transaction

LTHP	Long term holiday product
M/MANU	Manufacturer
MCT	Mid call transfer
MISREP	Misrepresentation
Mgr	Manager
MP	Member of Parliament
MTE	Make time essential
NCCZ	No cold calling zone
OffP	Off-premise contract
OnP	On-premise contract
Opp	Opportunity
OOS	Out of scope
P	Purchased
Part ex/PX	Part exchange
PAYG	Pay as you go
Pd	Paid
PDs	Practice directions
POP	Proof of purchase
PCI	Pre-contract information
Poss	Possible
PR	Price reduction
PUP	Payment under protest
R	Refund
R/R	Repair/replace
RCS	Reasonable care and skill
WRDL	(Write) Recorded delivery letter
Reg	Registration

Rep	Repair
Repl	Replacement
RP	Reasonable price
RT	Reasonable time
SD	Set a date for reply
SCP	Small claims procedure
SCT	Small claims track
Sig Incon	Significant inconvenience
(N)SQ	(Not) Satisfactory quality
STRR	Short term right to reject
T	Trader
T&C	Terms and conditions
TL/TM	Team leader/ team manager
TOR	Terms of reference
TP	Trader premise
T-T (T2T)	Trade to trade
VIC	Vehicle inspection check
WIATLR	Warranties in addition to legal rights
WD	Working day
W&T	Wear and tear
WRDLKC/RDLKC/WRDKC/ RDKC	(Write) a recorded delivery letter and keep a copy
Y/O	Years old
Yrs	Years
Section C: Organisations	
ABTA	Association of British Travel Agents
ACAS	Advisory, Conciliation and Arbitration Service

ADS	Advice Direct Scotland
Age UK	Age UK
A/L	Adviceline
ASA	Advertising Standards Authority
ATS	Approved Trader Scheme
ATOL	Air Transport Organiser's Licence
BEIS	Department for Business, Energy & Industrial Strategy
BPA	British Parking Association
BWC	Buy with Confidence
CAA	Civil Aviation Authority
CAcs or CACH	Citizens Advice consumer service/helpline
CCAS	Consumer Codes Approval Scheme
CCW	Care Council Wales
CCWater	Consumer Council for Water
CH/Co Hse	Companies House
CISAS	Communications and Internet Adjudication Service
CLA	Civil Legal Advice
CMA	Competition and Markets Authority
CQC	Care Quality Commission
CTPS	Corporate Telephone Preference Service
DECC	Department for Energy and Climate Change
DEFRA	Department for Environment, Food and Rural Affairs
DVSA/DVLA	Driver and Vehicle Standards Agency
EASS	Equality and Advisory Support Service
ECA	Electrical Contractors Association
(UK) ECC/ (UK) ICC	UK European Consumer Centre now called UK

	International Consumer Centre
ECCS	European Consumer Centre for Services
EH	Environmental Health
EHU	Extra Help Unit
EPS	E-mail Preference Service
FACT	Federation Against Copyright Theft
FIN-NET	EU financial dispute resolution network
FMB	Federation of Master Builders
FOS	Financial Ombudsman Service
FCA	Financial Conduct Authority
GDC	General Dental Council
GGF	Glass and Glazing Federation
GMC	General Medical Council
GOC	General Optical Council
Gsafe	Gas Safe Register
HMCS	HM Court Service
HMRC	HM Revenue and Customs
HSE	Health and Safety Executive
(UK) ICC	UK International Consumer Centre - formerly UK ECC
ICO	Information Commissioner's Office
IPC	Independent Parking Committee
LA	Local Authority
LC	Law centre
LCA	Local Citizens Advice office(s)
LGSO	Local Government and Social Care Ombudsman
LO	Legal Ombudsman

LSS	Law Society Scotland
MPS	Mailing Preference Service
NAEA	National Association of Estate Agents
NFRC	National Federation of Roofing Contractors
NHBC	National House Building Council
NICEIC	Electrical contracting industry's independent voluntary regulatory body for electrical installation
NTS	National Trading Standards
OCCS	Optical Consumer Complaints Service
Ofcom	Office of Communications
Ofgem	Office of Gas and Electricity Markets
Oftec	Oil Firing Technical Association
Ofwat	Regulator of water services in England and Wales
ORR	Office of Rail and Road
OS:C	Ombudsman Services: Communications
OS:CL	Ombudsman Services: Copyright Licensing
OS:E	Ombudsman Services: Energy
OS	Ombudsman Services
POPLA	Parking on Private Land Appeals
PSOW	Public Service Ombudsman Wales
POSTRS	Postal Redress Service
PRHP	Private Rented Housing Panel
PPL	Public Performance License
PRS	Performing Rights Society
PSA	Phone-paid Services Authority
RDO	Resort Development Organisation
RICS	Royal Institution of Chartered Surveyors

RMIF	Retail Motor Industry Federation
SHOPS	Safe Home Ordering Protection Scheme
SMMT	Society of Motor Members and Traders
SRA	Solicitors' Regulation Authority
TATOC	Timeshare Association
TPO	The Property Ombudsman
TPRS	The Property Redress Scheme
TPS	Telephone Preference Service
TPT	Traffic Penalty Tribunal
TSS	Trading Standards Services

Abbreviations - Energy and Post Specific

Section A: Legislation and technical terminology	
CCL	Climate Change Levy
ETCC	Erroneous Transfer Customer Charter
GS	Guaranteed standards
MPAN	Meter point administration number
MRP	Maximum resale price
MPRN	Meter point reference number
SLC	Standard licence conditions
Section B: General	
ARD	Agreed read dispute
ATA	Ask the adviser
BB	Back billing
COS	Change of supply
COT	Change of tenancy
CRN	Customer reference number
DF	Dual fuel
DNO	District network operator
E7	Economy 7
E10	Economy 10
E18	Economy 18
ECO	Energy company obligation
Elec	Electricity
ET	Erroneous transfer
GT	Gas transporter
IGT	Independent gas transporter

O/S	Outstanding
PM	Per month
PPM	Prepayment meter
PSR	Priority Service Register
S	Supplier
SC	Standing charge
VAT	Value added tax
WHD	Warm home discount
Section C: Organisations	
ESAS	Energy Saving Advice Service
EST	Energy Savings Trust
EHU	Extra Help Unit
LPGA	Liquid Petroleum Gas Association
NG	National Grid
Ofgem	Office of Gas and Electricity Markets
OS:E	Ombudsman Services: Energy
PO	Post Office
POL	Post Office Limited
POSTRS	Postal Redress Service
PRP	Postal Review Panel
RM	Royal Mail
TCR	Tariff Comparison Rate
TIL	Tariff Information Label

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The Citizens Advice consumer service provides free, confidential and impartial advice on consumer, energy and post issues in England and Wales

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