

# Participant Information Sheet

**Access to justice for energy consumers in vulnerable circumstances**

You are being invited to take part in a research study. Before you decide it is important for you to understand why the research is being done and what it will involve. Please take time to read the following information carefully and discuss it with others if you wish. Ask us if there is anything that is not clear or if you would like more information. Take time to decide whether or not you wish to take part.

Thank you for reading this.

The purpose of this study is to find about how energy consumers go about dealing with problems they have with their energy suppliers. We are particularly interested in speaking with people who may be in vulnerable circumstances (for example, because they belong to a particular group, or because they are going through a tough time at work, at home, or with their health, or because the problem with the energy supplier was very complicated and hard to resolve). The aim of the research is to improve the support that energy consumers receive when they experience a problem. Overall, we hope to contribute to making it easier for people to access to justice when something goes wrong with an energy supplier.

If you would like to participate in this research, we are asking that you:

* Take part in a one hour focus group (this is a group interview, which will be attended by between 5 and 10 other consumers).

The interview will be recorded on a digital recorder. The recording will then be transcribed. The recording will be deleted after transcription and the transcripts will be kept for 10 years, in line with the University’s policy. All data will be stored on password protected computers and be deleted in line with the University’s procedures. You will not be named in any report that is made of the research – instead we will refer to you by another name (e.g. Participant 1).

Please note that confidentiality will be maintained as far as it possible, unless during our conversation I hear anything which makes me worried that someone might be in danger of harm, we might have to inform relevant agencies of this. This will be the only situation in which we will share personal information.

The research is being funded by the Economic and Social Research Council and had been considered and approved by the University of Glasgow’s College Research Ethics Committee.

If you have any concerns about this research or wish to pursue a complaint, please contact the College of Social Sciences Ethics Officer, Dr Muir Houston, email: [Muir.Houston@glasgow.ac.uk](mailto:Muir.Houston@glasgow.ac.uk).