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frankbrehany@icloud.com

The Right Hon Mrs Theresa May MP
Prime Minister

Dear Prime Minister

My Letter to You and the Nation

In 2003, when I became a full-time Consumer Campaigner and Commentator, I did so at a time when Regulation for Consumers was very much on the agenda.

From that period to the present, I have provided over 70 reports, outlining the Consumer detriment, been invited to Stakeholder forums, taken part in impact assessments, given verbal and written evidence to UK Select Committees and have endeavoured to contribute to discussions within various APPG's. I have also provided commentary and opinion in the United States and Australia; I am also heavily involved in Standards work, representing Consumer opinion.

This period has taught me one thing about our Parliament; that it is easier to pass through the eye of a needle, than to get in to see a Member of Parliament or indeed a Minister at Westminster.

As other Campaigners can attest, their representations are often met with disdain or indeed a lack of response from government departments.

There are many times when I have been present and met with Victims & Survivors of some catastrophic event in their lives. Many are overawed by the Palace of Westminster and are often dressed in their very best, hoping to make that difference; hoping that the same calamity will not befall others. It only usually takes one meeting for those Victims or their Survivors to realise that all they have received is tea and sympathy and little opportunity for a real difference to be made. All too often, they have told me how disappointed they are with what they have experienced at Westminster and return to their everyday private angst, angry that they have often been pitted against a room full of Industrial representatives.

Compare that experience with the apparent 'revolving-door' of Industry or indeed my own experience within the European Union. Within the EU, I can easily speak to Civil Servants and Members at Cabinet level and have received encouragement to contribute to the greater conversation. Victims are heard and EU 'government' departments are motivated to represent their experience in legislation. The effect is clear; progress on Consumer issues is made at European level whereas at Westminster, it is difficult for voices to be heard; this is



despite the fact (which you will be aware of), that the UK government and its departments (Civil Servants & Ministers) contribute extensively to the making of European Law.

Despite my many years of action within the EU, I would never declare that it is perfect, but then what structure is; it is our duty to make those arguments, to constructively engage and determine an outcome that is beneficial for all?

This morning you ask the Nation to come together, to trust in you and the actions you are taking on Brexit.

Whatever my personal beliefs I must look at this as a Consumer Campaigner and ask two simple questions:

1. Through the entire Brexit process, can I have confidence that the hard-fought Consumer Rights will not only continue but will be enhanced and strengthened post-Brexit?
2. Can I be confident that the political process at Westminster is sufficiently renewed and robust to provide not only equality of arms but that the non-establishment Consumer voice is heard and balanced against competing interests?

As your Civil Servants and Advisors will tell you, I have asked these questions across the airwaves, and despite your efforts in trying to find a solution for Brexit, I have concluded that the answer to my two questions is 'no'.

It is clear that at this stage you do not currently command a majority in Parliament for progress on this deal, but I fear that the 'Westminster Waltz' has only just begun.

I would not be surprised to hear that if the vote fails you, you will continue with your headlong desire for Brexit and after Consultation with parliamentary colleagues, you will run the vote again and quite possibly again!

How ironic would that be; running multiple votes on the same issue until you get the right answer?

I heard you recently offer that you would not countenance a second referendum on the basis that it would subvert democracy; I believe that you pointed to other countries and how they have re-run referendums. With respect, the other re-run referenda were not constituted around a profound constitutional and fundamental rights change.

If a re-run of a vote is good enough for parliament, then logically it follows that a re-run of the EU Referendum, with clear facts, with all now being alerted to the criminality surrounding the first Referendum, is indeed good for democracy.



I know that you are adamant that this will not happen, but absolutism in the face of such serious issues is not in the 'national interest'.

I appreciate that there is little chance of you reading, let alone considering my letter, but I would ask you and all parliamentarians to think again.

Apart from 29 March 2019, this is probably the saddest day for this Nation.

In my view, our entire political class has failed and to demonstrate what the effect of this failure or indeed political agenda will produce, consider just some of the potential Consumer future experiences:

- How will Consumers, who will continue to trade online with EU Traders, enforce their rights, when their right to take a case before their local small claims court disappears?
- How will passengers on aircraft be protected from the toxic affects of fumes if we sit outside an active European Civil Aviation structure (the debate is ineffective elsewhere)?
- How will holidaymakers who suffer crime in their holidays be protected if we push headlong into disentangling ourselves from police and human rights structures (ask Ms Hannah Bardell MP - APPG Deaths Abroad & Consular Services - She can directly advise you of those experiences - <https://publications.parliament.uk/pa/cm/cmallparty/180426/deaths-abroad-and-consular-services.htm>)?
- How will you react to those pet-owners who find that they either cannot take their pets on holiday or find 'red-tape' too prohibitive?
- How do you think Consumers, who by 'living the dream', purchasing that apartment or gite, now feel about the investment they have made in their lives and to continue to freely do so?
- How do you think those who have bought timeshare will fare once we are outside the EU structures?
- With regards to Carbon Monoxide in Holidays, particularly in the UK, how will those Victims or Survivors benefit from a lack of legislation as this area develops within the EU?
- On the question of holiday accommodation standards, will UK holidaymakers continue to suffer from light-touch regulation or will holiday accommodation now become a focus of increased regulatory obligation?
- How will Consumers be able to enforce their rights in the EU, through the transported regulation, when we become a 3rd party country?
- What confidence can Consumers have that transported regulation will not become subject to red-lining - what guarantee will Consumers have that their voices will be heard?

As you can see, none of these scenarios have been answered since 2016; just warm words that nothing will change.

You speak of a brighter future but all that has happened, is that the UK parliament, including you, have allowed yourselves to become hostage to a dogma.



Several years ago, as I was being shown around the Commission in Brussels, a senior Civil Servant asked me, why was the UK so detached from Europe? He complained that successive governments had failed to deploy their diplomatic, trade know-how and administrative expertise for the benefit of the UK and the EU. In truth I did not have an answer for him, but realised then and indeed now, that we had/have so much to offer and so many opportunities within the EU, than our political class has led the country to believe.

This decision is a monumental mistake; it is a mistake for every man, woman and child, whether you voted to Leave or Remain.

It is not too late for pragmatic heads to prevail, for us to be present at the heart of Europe, to help in its restructure and its very future and to rail against the very populism that surrounds even you.

This decision will affect every Consumer and their transactions in such a way that eventually, no matter how some Consumers may feel at this time, they will eventually come to ask, 'what have we done'?

In the hope that you will read and consider my letter to you, I would like to discuss this directly with you. I would invite you to tea and cake. Come and talk with me, understand the Consumer experience and the effect that this will have on ordinary people - the very people the political parties at Westminster hope one day will vote for them!

I look forward to hearing from you.

Yours Sincerely,

Frank Brehany

Independent Consumer Campaigner & Commentator

www.frankbrehany.com
