

Help wanted

We need you. Help us to help you and all consumers by sharing your experiences, questions and concerns

Energy bills

Have you found it difficult to work out how your energy bills have been calculated? Or have you ever disputed a bill with a gas or electricity supplier? What could be done to improve things? Let us know your experiences – good and bad. **JAMES TALLACK**

Built-in ovens

Have you swapped your built-in oven for a high-spec, top-of-the-range model? What difference has it made to your cooking and do you make use of all of your oven's special features and programs? **MATT STEVENS**



Bra fitting

What are your experiences of bra-fitting services? Who would you recommend or avoid? **JOANNA PEARL**



Online shopping tips

Tell us your tips for buying things online. How do you ensure you're shopping safely? How do you find the best deals? Are high-street prices better for some products? Do you have any tips for speedy delivery? **SARAH DENNIS**

Food weights

Have you found that the weight of your food doesn't match what it says on the packaging? If so, we'd like you to contact us, telling us how much the food was supposed to weigh and how much it actually did. If possible, include pictures. **MATT CLEAR**

Income tax

Have you completed your own self-assessment income tax form or do you use an accountant or tax adviser? **DAN MOORE**

Private health complaints

Have you had problems with a private health, cosmetic or wellbeing service, from surgery or physiotherapy to fertility treatment? If you made a complaint, how easy or difficult was it? If you didn't, what put you off complaining? **JOANNA PEARL**

Online stores going bust

Have you failed to receive an order from an online shop because it went bust? Did you get your money back? **MATT CLEAR**

Packaging

Have you bought overpackaged goods? Let us know what the packaging was and where it was bought. Please include pictures if possible. **KELLY FENN**



Appliance helplines

Have you ever had a branded appliance break and called the

Contact us

Email helpwanted@which.co.uk with your contact details and membership number, including the researcher's name in the subject line. Or, write to Help Wanted, Which?, Gascoyne Way, Hertford SG14 1LH. We regret that we cannot reply to all responses. Go to www.which.co.uk/helpwanted to view our full list. See pages 2 and 81 for other contacts.

manufacturer for advice? If you've contacted Hotpoint, Bosch, Miele, Zanussi or any other big brand for aftercare we want to hear your stories, good or bad. **ALICE JUDD**



Advert complaints

Have you ever complained about an advert, whether in the UK or abroad? Please tell us what happened. **RICHARD DILKS**

Claims management

Have you ever been contacted by a claims company offering to handle your bank charges or PPI claims in exchange for an up-front fee? If so, please share your experiences. **NICOLAS FRANKCOM**

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