Session 5: Discussion on the need to revise the UN Guidelines on Consumer Protection

Presentation
by Bob Bolema, the Netherlands

The views expressed are those of the author and do not necessarily reflect the views of UNCTAD.
Consumer Protection in the Netherlands

Issues concerning UN Consumer Protection Guidelines

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Some main principles of consumer policy

- to increase consumer prosperity and enable consumers to make well-founded choices and stand up for their own interests

Objectives

- Disseminate knowledge of rights and obligations
- Handle individual complaints and disputes
- Handle collective complaints

Mission of Consumer Authority

*To promote fair trade between businesses and consumers based on the economic interests of the consumers.*
NL landscape of consumer protection

Public Consumer Protection
- Consumer Enforcement Division
  - Intelligence
  - Consumer information and empowerment (ConsuWijzer.nl)

Consumer Interests
- Collective Consumer Interests
- Individual Consumer Interests

Civil Foundations
- Self-regulation (branches)
- Consumer Associations
- Alternative Dispute Resolution Bodies
- Civil Legal Action
Empowerment of consumers

Main principles:
- well-informed and assertive consumers discipline the markets,
- promote competition; and
- prevent infringements of the law

\textit{empowerment and enforcement go hand in hand}

Task of authority:
Empower consumers by \(\rightarrow\) providing consumers with information and guidance through a shared helpdesk with other authorities
Contactdetails

Bob Boelema
Netherlands Consumer Authority
Strategic and International Affairs

j.g.p.boelema@consumentenaautoriteit.nl
+31 70 330 5972