



## **World Consumer Protection Map**

Contribution by  
Belgium

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Page 2: Contact of respondent

**Q1**

**Belgium**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Division Consommateurs et entreprises au sein de la Direction générale de la réglementation économique du SPF économie

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**Q7**

**No**

Does your country's Constitution contain a provision on consumer protection?

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**Q8**

If you do, please provide de following details:

Text of constitutional norm with reference to consumer protection

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**Q9**

**Yes**

Does your country have have specific law(s) on consumer protection ?

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**Q10**

Date

**14/07/1971**

If you do, when was the main specific law first enacted?

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Q11

Date

27/05/2020

If your main specific law on consumer protection has been revised, when was the date of its latest revision?

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Q12

Please provide the following details of the current specific law(s):

1- Name of law	Livre VI du Code de droit économique (CDE)
1- URL link	<a href="http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1">http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1</a>
2- Name of law	Livre VII (CDE)
2- URL link	<a href="http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1">http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1</a>
3- Name of law	Livre XV (CDE)
3- URL link	<a href="http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1">http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1</a>
4- Name of law	Livre XVI (CDE)
4- URL link	<a href="http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1">http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1</a>
5- Name of law	Livre XVII (CDE)
5- URL link	<a href="http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1">http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&amp;la=F&amp;cn=2013022819&amp;table_name=loi&amp;&amp;caller=list&amp;F&amp;fromtab=loi&amp;tri=dd+AS+RANK&amp;rech=1&amp;numero=1&amp;sql=(text+contains+(%27%27))#Art.VI.7/1</a>
6- Name of law	La loi 1er septembre 2004 relative à la protection des consommateurs en cas de vente des biens de consommation
6- URL link	<a href="http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&amp;la=F&amp;cn=2004090138&amp;table_name=loi">http://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&amp;la=F&amp;cn=2004090138&amp;table_name=loi</a>

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**Q13**

Please check all the fields that your consumer protections law(s) cover.

Consumer rights/legitimate needs,  
Protection of vulnerable and disadvantaged consumers,  
Product quality,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Voluntary codes for businesses,  
Restrictive business practices (competition/antitrust),  
Electronic commerce,  
Water,  
Pharmaceuticals,  
Energy,  
Financial services,  
Dispute resolution,  
Redress,  
Consumer information

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**Q14**

From your previous answer, your specific consumer protection law(s) do(es) not cover the following field(s). Please name the relevant law(s) covering this/these field(s):

Respondent skipped this question

**Q15**

Please indicate the URL Link of the relevant law(s) to each field:

Respondent skipped this question

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**Q16**

Name of Ministry responsible for consumer protection:

SPF économie

**Q17**

URL link of responsible Ministry for consumer protection:

<https://economie.fgov.be/fr>

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**Q18**

Year when consumer protection was assumed by the current responsible ministry:

1971 environ

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**Q19**

**Yes**

Do you have a main consumer protection authority/agency?

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**Q20**

Name of main consumer protection authority/agency:

Le SPF économie: Notamment, la direction générale réglementation économique + L' autorité de contrôle qui est l'inspection économique du SPF économie

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**Q21**

URL of main consumer protection authority/agency:

<https://economie.fgov.be/fr/themes/protection-des-consommateurs> et <https://pointdecontact.belgique.be/meldpunt/fr/bienvenue>

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**Q22**

**Respondent skipped this question**

Year of creation:

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**Q23**

**Respondent skipped this question**

Annual budget: (in USD)

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**Q24**

**Respondent skipped this question**

Total number of staff:

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**Q25**

**Respondent skipped this question**

Total number of staff directly affected to consumer protection:

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**Q26**

Yes

Do you have a law/decree that governs the main consumer protection authority/agency?

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**Q27**

If you do, please provide the following details:

Reference of the law/decree

Livre XV (art. 2) CDE

URL to law/decree

[http://www.ejustice.just.fgov.be/cgi\\_loi/loi\\_a1.pl?language=fr&la=F&cn=2013022819&table\\_name=loi&&caller=list&F&fromtab=loi&tri=dd+AS+RANK&rech=1&numero=1&sql=\(text+contains+\(%27%27\)\)#Art.VI.7/1](http://www.ejustice.just.fgov.be/cgi_loi/loi_a1.pl?language=fr&la=F&cn=2013022819&table_name=loi&&caller=list&F&fromtab=loi&tri=dd+AS+RANK&rech=1&numero=1&sql=(text+contains+(%27%27))#Art.VI.7/1)

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**Q28**

Does your main consumer protection authority/agency have POLICY MAKING powers over any of the following fields?

Consumer rights/legitimate needs,  
 Protection of vulnerable and disadvantaged consumers,  
 Terms and conditions,  
 Promotional marketing and sales practices (including misleading advertisement)  
 ,  
 Voluntary codes for businesses,  
 Restrictive business practices(competition/antitrust),  
 Electronic commerce,  
 Financial services,  
 Tourism,  
 Dispute resolution,  
 Redress,  
 Consumer information

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**Q29**

Respondent skipped this question

From your previous answer, your main authority/agency does not have POLICY MAKING powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

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**Q30**

Respondent skipped this question

URL Link of the relevant authority/agency to each field:

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**Q31**

Does your main consumer protection authority/agency have ENFORCEMENT powers over any of the following fields?

- Consumer rights/legitimate needs,
- Protection of vulnerable and disadvantaged consumers,
- Physical safety,
- Product quality,
- Terms and conditions,
- Promotional marketing and sales practices (including misleading advertisement)
- ,
- Voluntary codes for businesses,
- Restrictive business practices (competition/antitrust),
- Electronic commerce,
- Financial services,
- Tourism,
- Dispute resolution,
- Consumer information

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**Q32**

From your previous answer, your main consumer protection authority/agency does not have ENFORCEMENT powers over the following fields. Please name the relevant authorities/agencies with powers over these fields:

Respondent skipped this question

**Q33**

URL Link of the relevant authority/agency to each field:

Respondent skipped this question

**Q34**

Regarding enforcement, how many infringement cases does your authority/agency handle on average per year?

Respondent skipped this question

**Q35**

Has your authority/agency imposed sanctions and/or other measures for breaches of consumer protection law(s)?

Yes

**Q36**

Maximum amount for sanction/measure allowed by consumer protection law(s): (in USD)

Respondent skipped this question

**Q37**

Respondent skipped this question

Record highest amount for any sanction/measure imposed: (in USD)

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**Q38**

Please detail if necessary, what kind of sanctions and/or other measures are available in your jurisdiction

PV d'avertissement

Sanctions pécuniaires

+ sanctions pénales et civiles (par le juge)

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**Q39**

Yes

Are there any non-governmental consumer organizations/associations in your country?

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**Q40**

No

Do you have a law/decreed that governs consumer organizations/associations?

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**Q41**

Respondent skipped this question

In case you have a law/decreed that governs consumer organizations, please provide the following details:

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**Q42**

Do consumer organizations/associations fulfil any of the following functions?

Consultation in policy making,

Legal advice to consumers,

Consumer education,

Consumer information,

Consumer publications,

Legal representation of consumers' individual interests before courts

,

Legal representation for consumer collective actions

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**Q43**

No

Do consumer groups/associations receive public funding?

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**Q44**

Name the three largest non-governmental consumer organizations/associations in your jurisdiction:

1- Name	<b>Test-Achat</b>
1- Website	<b><a href="https://www.test-achats.be/">https://www.test-achats.be/</a></b>

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**Q45** **Yes**

Can consumers obtain redress through judicial channels?

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**Q46** **Yes**

Is there a specialized judicial mechanism for consumer complaints?

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**Q47**

If there is, please provide the following details

Name	<b>La procédure européenne des petits litiges</b>
URL Link	<b><a href="https://www.cecbelgique.be/vos-droits/aller-en-justice/procedure-europeenne-des-petits-litiges">https://www.cecbelgique.be/vos-droits/aller-en-justice/procedure-europeenne-des-petits-litiges</a></b>

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**Q48** **Yes**

Do you have collective redress/class actions for consumer complaints?

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**Q49** **Consumer protection enforcement authority/agency,**

Who can represent consumer interests in court? **Consumer associations**

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**Q50** **Respondent skipped this question**

What is the highest damages award following a collective redress/class action?

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**Q51** **Mediation/ Conciliation,**

Regarding out-of-court/alternative consumer dispute resolution, are there any of the following? **Arbitration**

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**Q52**

If there are any of the above, please provide the following details:

1- Name	<b>Ombudsman Service de médiation pour le consommateur</b>
1- URL Link	<a href="https://www.ombudsman.be/fr/ombudsmans/service-de-mediation-pour-le-consommateur">https://www.ombudsman.be/fr/ombudsmans/service-de-mediation-pour-le-consommateur</a>
2- Name	<b>Commission de litiges voyage</b>
2- URL Link	<a href="https://www.clv-gr.be/index_fr.html">https://www.clv-gr.be/index_fr.html</a>
3- Name	<b>Ombudsfm Service de médiation des services financiers</b>
3- URL Link	<a href="https://www.clv-gr.be/index_fr.html">https://www.clv-gr.be/index_fr.html</a>

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**Q53**

Yes

Are there any CROSS-BORDER out-of-court/alternative consumer dispute resolution initiatives?

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**Q54**

If there are, please provide the following details:

1- Name	<b>Centre européen des consommateurs</b>
1- URL Link	<a href="https://www.cecbelgique.be/">https://www.cecbelgique.be/</a>

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**Q55**

Yes

Are there any self-regulation initiatives from businesses?

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**Q56**

Please provide (up to) 4 examples of the self-regulation initiatives from businesses:

1- Name of initiative	<b>Code de conduite secteur Horeca</b>
1- Scope of application	<b>Etablissements où on délivre des repas, boissons, snacs</b>
1- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords/code-de-conduite-pour-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords/code-de-conduite-pour-de</a></b>
2- Name of initiative	<b>Code de conduite des opticiens</b>
2- Scope of application	<b>Opticiens</b>
2- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>
3- Name of initiative	<b>Code de consuite fitness</b>
3- Scope of application	<b>Salles de fitness</b>
3- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>
4- Name of initiative	<b>Code de conduite de vente directe face à face</b>
4- Scope of application	<b>vente directe face à face</b>
4- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>

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**Q57**

**Yes**

Are there any co-regulation initiatives between businesses and public entities?

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**Q58**

Please provide (up to) 4 examples of the co-regulation initiatives between businesses and public entities:

1- Name of initiative	<b>Code de la publicité écologique</b>
1- Scope of application	<b>publicité verte abusive</b>
1- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>
2- Name of initiative	<b>Code de conduite concernant la publicité et le marketing à l'égard des jeunes pour les produits et/ou services bancaires ou d'assurance</b>
2- Scope of application	<b>Pour les jeunes</b>
2- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>
3- Name of initiative	<b>Recommandations du Conseil de la consommation concernant la publicité relative aux fêtes enfantines</b>
3- Scope of application	<b>Publicité dans les médias avec des jouets pour enfants durant certaines périodes</b>
3- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>
4- Name of initiative	<b>Charte en faveur de la clientèle</b>
4- Scope of application	<b>Les services clientèle des entreprises, les temps d'attente, les transferts d'appel, délais de réponse aux courriers et aux courriels</b>
4- URL link	<b><a href="https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de">https://economie.fgov.be/fr/themes/ventes/reglementation/regles-de-conduite/accords-dautoregulation-et-de</a></b>

**Q59**

Do self-regulation and/or co-regulation initiatives cover any of the following issues? (Please relate to UNGCP Guideline 11)

- Fair and equitable treatment,**
- Responsible commercial behaviour,**
- Disclosure of information and transparency,**
- Education and awareness-raising**

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**Q60**

What kind and how many international cooperation agreement(s) on consumer protection does your authority/agency participate in?

Respondent skipped this question

**Q61**

Respondent skipped this question

Please provide name and URL link of formal bilateral agreements (treaties):

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**Q62**

Respondent skipped this question

Please provide name and URL link of informal bilateral agreements (memoranda of understanding):

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**Q63**

Respondent skipped this question

Please provide name and URL link of formal multilateral/regionals agreements (treaties) that address consumer protection:

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**Q64**

Respondent skipped this question

Please provide name and URL link of informal multilateral/regionals agreements (memoranda of understanding) that address consumer protection:

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**Q65**

Respondent skipped this question

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover any of the following fields?

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**Q66**

Respondent skipped this question

Does your consumer protection enforcement authority/agency have any of the following powers regarding cross-border fraudulent and deceptive commercial practices affecting consumers?

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**Q67**

Yes

Do you have any experience in cross-border cooperation on enforcement?

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**Q68**

If you do, please provide a short description

L'inspection économique fait partie d'un réseau de coopération internationale rassemblant les autorités de contrôle européennes pour favoriser la coopération internationale (réseau CPC). Règlement européen CPC <https://eur-lex.europa.eu/legal-content/FR/TXT/?uri=CELEX%3A32017R2394>

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**Q69**

Respondent skipped this question

Do you engage in technical cooperation or capacity building activities on consumer protection?

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**Q70**

Respondent skipped this question

If you have engaged in technical cooperation or capacity building activities on consumer protection as a recipient/as donor and/or through an international organization/network, please provide the following details for each initiative

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**Q71**

Yes

Does your authority/agency carry out information and education initiatives?

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**Q72**

Do information and education initiatives carried out by your authority/agency cover any of the following fields?

Product hazard,  
 Product labelling,  
 Legislation, dispute resolution,  
 Weight and measures, prices and quality,  
 Electronic commerce,  
 Financial services

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**Q73**

Yes

Does your authority/agency provide specific education and information initiatives for vulnerable and disadvantaged consumers?

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**Q74**

If your authority/agency does, please provide the following details:

1- Name of initiative

Information sur les arnaques à la consommation

1- Scope of initiative

téléphonie, internet et publicité trompeuse, fraudes à la facture, ventes douteuses

1- URL link

<https://economie.fgov.be/fr/themes/protection-des-consommateurs/arnaques-la-consommation>

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**Q75**

Yes

Do consumer organizations/associations provide education and information initiatives?

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**Q76**

If consumer organizations/associations do, please provide the following details:

1- Name of consumer organization/association	<b>Test-Achat</b>
1- URL link of initiative	<b><a href="https://www.test-achats.be/">https://www.test-achats.be/</a></b>

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**Q77**

**Yes**

Does your authority/agency conduct research and analysis on consumer protection issues?

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**Q78**

If your authority/agency does, please provide the following details:

1- Main area of work	<b>La réglementation en matière de protection des consommateurs et de pratiques du marché</b>
1- URL link to online library or publication(s)	<b><a href="https://economie.fgov.be/fr/publications?f%5B0%5D=theme%3A6">https://economie.fgov.be/fr/publications?f%5B0%5D=theme%3A6</a></b>
2- Main area of work	<b>Garanties des biens de consommation</b>
2- URL link to online library or publication(s)	<b><a href="https://economie.fgov.be/fr/publications?f%5B0%5D=theme%3A6">https://economie.fgov.be/fr/publications?f%5B0%5D=theme%3A6</a></b>

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**Q79**

**Yes**

Do other organizations/associations conduct research and analysis on consumer protection?

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**Q80**

**Respondent skipped this question**

If other organizations/associations do, please provide the following details:

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