



## **World Consumer Protection Map**

Contribution by  
Poland

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Page 2: Contact of respondent

**Q1** **Poland**

Name of responding member State

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**Q2**

Name of responding authority/agency:

Office of Competition and Consumer Protection (UOKiK)

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Page 3: Consumer protection legislation

**Q7** **Yes**

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

**"art. 76 Public authorities shall protect consumers, customers, hirers or lessees against activities threatening their health, privacy and safety, as well as against dishonest market practices. The scope of such protection shall be specified by statute. "**

URL link

**<http://isap.sejm.gov.pl/isap.nsf/DocDetails.xsp?id=wdu19970780483>**

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**Q9** **Yes**

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

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## Consumer Protection Survey

**Q10** Date **04/07/1995**

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

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**Q11** Date **22/01/2021**

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	<b>Act on competition and consumer protection</b>
1- URL link	<a href="https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20070500331/U/D20070331Lj.pdf">https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20070500331/U/D20070331Lj.pdf</a>
2- Name of law	<b>Act on combating unfair commercial practices</b>
2- URL link	<a href="https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20071711206/U/D20071206Lj.pdf">https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20071711206/U/D20071206Lj.pdf</a>
3- Name of law	<b>Civil Code</b>
3- URL link	<a href="https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU2020001740/U/D20201740Lj.pdf">https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU2020001740/U/D20201740Lj.pdf</a>
4- Name of law	<b>Act on consumer rights</b>
4- URL link	<a href="https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20140000827/U/D20140827Lj.pdf">https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20140000827/U/D20140827Lj.pdf</a>
5- Name of law	<b>Act on general product safety</b>
5- URL link	<a href="http://isap.sejm.gov.pl/isap.nsf/DocDetails.xsp?id=WDU20032292275">http://isap.sejm.gov.pl/isap.nsf/DocDetails.xsp?id=WDU20032292275</a>
6- Name of law	<b>Act on consumer credit</b>
6- URL link	<a href="https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20111260715/U/D20110715Lj.pdf">https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20111260715/U/D20110715Lj.pdf</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,  
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,  
Food distribution,  
Water,  
Pharmaceuticals,  
Energy,  
Public utilities,  
Tourism,  
Financial services,  
Dispute resolution,  
Redress,  
Consumer education,  
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):

Data protection and privacy

**Act of 10 May 2018 on the Protection of Personal Data**

**Q15**

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

Data protection and privacy

**<https://uodo.gov.pl/en/file/307>**

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**Q16**

Respondent skipped this question

Name of Ministry responsible for consumer protection:

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**Q17**

Respondent skipped this question

URL link of responsible Ministry for consumer protection:

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**Q18**

Respondent skipped this question

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

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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:

Office of Competition and Consumer Protection (UOKiK)

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**Q21**

URL of main consumer protection authority/agency:

<https://www.uokik.gov.pl/>

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**Q22**

Year of creation:

1996

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**Q23**

Annual budget: (in USD)

25114275

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**Q24**

Total number of staff:

535

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**Q25**

Total number of staff directly affected to consumer protection:

169

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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

**Act of 16 February 2007 on competition and consumer protection**

URL to law/decree

**<https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20070500331/U/D20070331Lj.pdf>**

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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,  
Physical safety,  
Product quality,  
Terms and conditions,  
Promotional marketing and sales practices (including misleading advertisement)  
,  
Restrictive business practices(competition/antitrust),  
Electronic commerce,  
Financial services,  
Dispute resolution,  
Consumer education,  
Consumer information**

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**Q29**

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:

Water	<b>Ministry of Infrastructure</b>
Pharmaceuticals	<b>Ministry of Health</b>
Energy	<b>Ministry of Climate and Environment</b>
Public utilities	<b>Ministry of Climate and Environment</b>
Tourism	<b>Ministry of Development, Labour and Technology</b>
Data protection and privacy	<b>Personal Data Protection Office</b>
Redress	<b>Ministry of Justice</b>

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**Q30**

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

Water	<a href="https://www.gov.pl/web/infrastruktura">https://www.gov.pl/web/infrastruktura</a>
Pharmaceuticals	<a href="https://www.gov.pl/web/zdrowie">https://www.gov.pl/web/zdrowie</a>
Energy	<a href="https://www.gov.pl/web/klimat">https://www.gov.pl/web/klimat</a>
Public utilities	<a href="https://www.gov.pl/web/klimat">https://www.gov.pl/web/klimat</a>
Tourism	<a href="https://www.gov.pl/web/rozwoj-praca-technologie">https://www.gov.pl/web/rozwoj-praca-technologie</a>
Data protection and privacy	<a href="https://uodo.gov.pl/">https://uodo.gov.pl/</a>
Redress	<a href="https://www.gov.pl/web/sprawiedliwosc">https://www.gov.pl/web/sprawiedliwosc</a>

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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,
- Food distribution,
- Water,
- Pharmaceuticals,
- Energy,
- Public utilities,
- Tourism,
- Data protection and privacy,
- Dispute resolution,
- Consumer education,
- 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**

Yes

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

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**Q36**

Respondent skipped this question

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

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**Q37**

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

32300000

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**Q38**

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

In addition to fines for breaches of consumer law (up to 10% of income), UOKiK can fine company's managers and can also issue procedural fines, e.g. for non-disclosure of documents (up to €50M).

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**Q39**

Yes

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

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**Q40**

Yes

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

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**Q41**

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

Reference of the law/decree

**ct of 16 February 2007 on competition and consumer protection; <https://www.uokik.gov.pl/download.php?plik=7618>**

URL to law/decree

**<https://www.uokik.gov.pl/download.php?plik=7618>;  
<https://isap.sejm.gov.pl/isap.nsf/DocDetails.xsp?id=WDU19640430296>**

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## Consumer Protection Survey

**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

**Q43**

Do consumer groups/associations receive public funding?

Yes

**Q44**

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

1- Name	Federacja Konsumentów
1- Website	<a href="http://www.federacja-konsumentow.org.pl">http://www.federacja-konsumentow.org.pl</a>
2- Name	Fundacja Konsumentów
2- Website	<a href="https://konsumenci.org/">https://konsumenci.org/</a>
3- Name	Stowarzyszenie Aquila
3- Website	<a href="https://prawo-konsumenckie.pl/">https://prawo-konsumenckie.pl/</a>

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**Q45**

Can consumers obtain redress through judicial channels?

Yes

**Q46**

Is there a specialized judicial mechanism for consumer complaints?

No

**Q47**

If there is, please provide the following details

Respondent skipped this question

**Q48**

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

Yes

**Q49**

Who can represent consumer interests in court?

**Consumers individually,**

**Lawyers**

**Q50**

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

**Respondent skipped this question**

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**Q51**

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

**Mediation/ Conciliation,**

**Arbitration,**

Comments:

All three types of out-of-court/alternative dispute resolution are available to consumers in Poland. There are now 11 specialized institutions (ADR entities) in Poland providing these methods dispute resolution. Cases are conducted by independent and impartial experts based in the institutions. The main ADR entities are: • the Trade Inspection, it deals with matters related to sales of goods and provisions of services contracts (uses mediation and conciliation), • the Arbitration Court by the Polish Financial Supervision Authority- financial services (mediation and arbitration), • the President of the Office of Electronic Communications - telecommunications services (mediation). The ADR entities operate according to specific terms and conditions, however the main principles of the ADR proceedings are similar in each ADR entity. In order to be a part of the ADR system in Poland an entity has to be entered to the Register of the President of the Office of Competition and Consumer Protection."

**Q52**

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

1- Name

**Act of 23 September 2016 on out-of-court consumer dispute resolution**

1- URL Link

**<https://isap.sejm.gov.pl/isap.nsf/DocDetails.xsp?id=WDU20160001823>**

**Q53**

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

**Yes**

**Q54**

If there are, please provide the following details:

1- Name	European Consumer Centre
1- URL Link	<a href="https://konsument.gov.pl/">https://konsument.gov.pl/</a>
2- Name	ODR Platform
2- URL Link	<a href="https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&amp;lng=PL">https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&amp;lng=PL</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	Polish Banking Association - several codes of conduct, including banking ethics code & advertising code
1- Scope of application	<a href="https://www.zbp.pl/dla-klientow/poradniki-i-rekomendacje">https://www.zbp.pl/dla-klientow/poradniki-i-rekomendacje</a>
1- URL link	Polish Insurance Chamber - several codes of conduct relating mainly to sales of insurance products
2- Name of initiative	<a href="https://piu.org.pl/rekomendacje/">https://piu.org.pl/rekomendacje/</a>
2- Scope of application	Advertising Council - Code of Ethical Advertising
2- URL link	<a href="https://radareklamy.pl/kodeks-etyki/">https://radareklamy.pl/kodeks-etyki/</a>
3- Name of initiative	Związek Przedsiębiorstw Finansowych (Financial Entreprises' Alliance) has its own code of conduct in sales of financial products
3- Scope of application	<a href="https://zpf.pl/etyka/zasady-dobrych-praktyk/">https://zpf.pl/etyka/zasady-dobrych-praktyk/</a>

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**Q57**

No

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

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**Q58**

Respondent skipped this question

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

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**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,  
Education and awareness-raising,  
Protection of privacy,  
Consumer complaints and disputes**

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**Q60**

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

	Bilateral	Multilateral/Regional
Formal (treaties)	5	
Informal (memoranda of understanding)		1

**Q61**

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

- Agreement between the Government of the Republic of Poland and the Government of the Russian Federation on cooperation in the field of antimonopoly policy
- Agreement on cooperation between the President of the Office of Competition and Consumer Protection of the Republic of Poland and the Antimonopoly Committee of Ukraine
- Agreement on cooperation between Polish Office of Competition and Consumer Protection and the Office of Competition Protection of Hungary
- Programme of cooperation in the field of consumer protection between the Directorate-General for Consumer Protection of Castile-La Mancha and the Office of Competition and Consumer Protection
- Agreement on cooperation in the field of competition and consumer protection policy between the President of the Office of Competition and Consumer Protection of the Republic of Poland and the Minister of Energy Regulation of the Republic of Belarus

**Q62**

**Respondent skipped this question**

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

**Q63**

**Respondent skipped this question**

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

**Q64**

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

Memorandum on the Establishment and Operation of the International Consumer Protection and Enforcement Network (ICPEN) (formerly known as the International Marketing Supervision Network (IMSN)): [https://icpen.org/sites/default/files/2017-08/Memorandum\\_on\\_the\\_Establishment\\_and\\_Operation\\_of\\_ICPEN\\_2016.pdf](https://icpen.org/sites/default/files/2017-08/Memorandum_on_the_Establishment_and_Operation_of_ICPEN_2016.pdf)

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**Q65**

Do cooperation agreements on consumer protection (be those formal/informal/bilateral/regional) cover 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)**
  - ,**
  - Restrictive business practices(competition/antitrust),**
  - Electronic commerce,**
  - Consumer education,**
  - Consumer information**
- 

**Q66**

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

- Investigate,**
  - Share information and evidence**
- 

**Q67**

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

**Yes**

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**Q68**

If you do, please provide a short description

The Office of Competition and Consumer Protection cooperates with other consumer agencies in the European Union within the Consumer Protection Cooperation Network. Regulation (EU) 2017/2394 on cooperation between national authorities responsible for the enforcement of consumer protection laws and repealing Regulation (EC) No 2006/2004 (the CPC Regulation) lays down a cooperation framework to allow national authorities from all countries in the European Economic Area to jointly address breaches of consumer rules when the trader and the consumer are established in different countries.

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**Q69**

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

	Bilaterally	Through an international organization/network
As a recipient	<b>Yes</b>	<b>Yes</b>
As a donor	<b>Yes</b>	<b>Yes</b>

**Q70**

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

1- Name of programme/project	<b>EU Twinning - Reinforcement of consumer protection in Serbia as a response to the new market challenges</b>
1- Name of cooperating partner(s)	<b>Ministry of Economy of the Slovak Republic, European Consumer Centre Slovakia, German Foundation for International Legal Cooperation</b>
1- Starting date of programme/project	<b>6/2021</b>
1- Finish date of programme/project	<b>9/2023</b>
1- Scope of programme/project (list areas of work)	<b>Alignment of Serbia national legal framework of consumer protection with the EU Acquis; ensuring effective legal enforcement of consumer protection; establishing functional ADR system in the field of consumer protection and regionally balanced consumer protection services; capacity building of relevant institutions on specific risk areas of new market challenges (e-commerce); reinforcement of the consumer protection institutional system; raising public awareness on Consumer rights;</b>
2- Name of programme/project	<b>EU TRANSITION FACILITY - "Competition and consumer protection policy",</b>
2- Name of cooperating partner(s)	<b>German Bundeskartellamt</b>
2- Starting date of programme/project	<b>1/04/2009</b>
2- Finish date of programme/project	<b>15/12/2009</b>
2- Scope of programme/project (list areas of work)	<b>Ensuring the same high level of consumer and competition protection activities in Poland as in the EU-15</b>
3- Name of programme/project	<b>EU TRANSITION FACILITY - Consumer Protection System</b>
3- Name of cooperating partner(s)	<b>Northern Ireland Public Sector Enterprises Limited (NI-CO), Danish Consumer Council</b>
3- Starting date of programme/project	<b>1/07/2007</b>
3- Finish date of programme/project	<b>31/12/2007</b>
3- Scope of programme/project (list areas of work)	<b>Further strengthening of UOKiK, Trade Inspection, consumer organizations, ombudsmen and conciliation courts in their efforts to effectively enforce consumer protection law</b>
4- Name of programme/project	<b>PHARE 2001 - Competition policy and consumer protection</b>
4- Name of cooperating partner(s)	<b>Austria, Germany</b>
4- Starting date of programme/project	<b>1/12/2002</b>



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4- Finish date of programme/project	<b>2003</b>
4- Scope of programme/project (list areas of work)	<b>strengthening consumer awareness in Poland (grant support to consumer NGOs), promoting consumers interests and improving professional skills of UOKiK and Trade Inspection staff as well as consumer advocates</b>
5- Name of programme/project	<b>PHARE 2000 - Competition and Consumer Protection</b>
5- Name of cooperating partner(s)	<b>Finland, France</b>
5- Starting date of programme/project	<b>2002</b>
5- Finish date of programme/project	<b>21/08/2003</b>
5- Scope of programme/project (list areas of work)	<b>assistance to improve enforcement procedures, and to improve of the professional skills of the UOKiK staff, consumer advocates and consumer associations</b>

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### Page 14: Consumer protection policies

<b>Q71</b>	<b>Yes</b>
Does your authority/agency carry out information and education initiatives?	
<b>Q72</b>	<b>Health, nutrition, prevention of food-borne diseases and food adulteration</b>
Do information and education initiatives carried out by your authority/agency cover any of the following fields?	<b>,</b>
	<b>Product hazard,</b>
	<b>Product labelling,</b>
	<b>Legislation, dispute resolution,</b>
	<b>Financial services</b>
<b>Q73</b>	<b>Yes</b>
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	<b>Be careful, senior!</b>
1- Scope of initiative	<b>The campaign was launched on 15 March 2018. Educational materials consisted of two spots paying attention to the risk and informing about the right to withdraw from the contract concluded off-premises. They also encourage to take advantage of free of charge legal aid.</b>
1- URL link	<b><a href="https://www.uokik.gov.pl/education_campaigns.php#faq3860">https://www.uokik.gov.pl/education_campaigns.php#faq3860</a></b>
1- Impact (short description)	<b>The UOKiK's campaign aimed at warning consumers against unfair practices of some entrepreneurs while concluding off-premises contracts, i.e. during presentations or at the consumer's place of residence. The problem considers the purchase of cooking equipment, linen and paramedical products as well as the sale of telecommunications, gas and energy services. Very often consumers – primarily the elderly – are misled and as a result they bear serious financial losses by incurring financial commitments or paying contractual penalty for breaking the contract with the existing provider of services.</b>
2- Name of initiative	<b>Check, read, ask!</b>
2- Scope of initiative	<b>The campaign was launched on 15 July 2020. UOKiK prepared two spots warning against fraudsters. One of them was addressed to seniors.</b>
2- URL link	<b><a href="https://www.uokik.gov.pl/education_campaigns.php#faq4351">https://www.uokik.gov.pl/education_campaigns.php#faq4351</a></b>
2- Impact (short description)	<b>The social campaign of the Office of Competition and Consumer Protection aims to draw attention to the increased threat of unfair market practices and fraud. Consumer complaints indicated that consumers are persuaded to buy products or services fraudulently ensuring health care or treatment. UOKiK recalled, that consumers should be cautious about advertisements and do not let ourselves be fooled, even if the swindlers impersonate doctors, experts, renowned research institutes or miraculously "healed" individuals</b>
3- Name of initiative	<b><a href="http://konsument.edu.pl">konsument.edu.pl</a></b>
3- Scope of initiative	<b>Website <a href="http://konsument.edu.pl">konsument.edu.pl</a> is a virtual simulator of on-line threats lurking and waiting for especially young consumers.</b>
3- URL link	<b><a href="http://konsument.edu.pl/login">http://konsument.edu.pl/login</a></b>

3- Impact (short description)

The site resembles a social networking site where booby-trapped offers pop up among regular posts. They may turn out to be potentially hazardous situations, e.g. shopping fraud, BLIK phishing, identity theft, financial pyramid-like incentive schemes. All of us may be faced with such issues while on-line. Using the simulator, the user can safely go through the entire procedure: selection of goods, conversation with the chatbot, determining details of payment and delivery, filling in forms - the Internet user can see where potential threats are hidden, when the red light should go on and what such a transaction may end up with. Each situation features a summary where the user learns the consequences of reckless decisions, what to check to avoid becoming a victim of fraud, and where to turn if this does happen.

**Q75**

Yes

Do consumer organizations/associations provide education and information initiatives?

**Q76**

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

1- Name of consumer organization/association

**Stowarzyszenie (Association) Aquila - consumer-related publications**

1- URL link of initiative

<https://prawo-konsumenckie.pl/materialy-edukacyjne/>

2- Name of consumer organization/association

**Polski Związek Głuchych (Polish Association of Deaf) published leaflets and prepared movies (in sign language) about most important consumer issues in the financial markets**

2- URL link of initiative

<https://www.pzg.org.pl/ochrona-praw-konsumentow-osob-z-niepelnosprawnoscia-sluchu/>

3- Name of consumer organization/association

**Consumer education in Poland is also provided by the consumer ombudsmen/women (370+ community officers who help consumers in their disputes throughout the country); more information in yearly reports on their activities**

3- URL link of initiative

<https://www.uokik.gov.pl/rzeczniczy.php>

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**Q77**

Yes

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

**Q78**

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

1- Main area of work

**UOKiK commissions the performance of social surveys. They are used to measure the level of awareness about consumer rights and they reveals consumer attitudes, problems and opinions on specific issues. Survey results help to define areas that require intervention or legislative changes. They are also important for information and educational activities.**

1- URL link to online library or publication(s)

**[https://www.uokik.gov.pl/ochrona\\_konsumentow3.php](https://www.uokik.gov.pl/ochrona_konsumentow3.php)**

2- Main area of work

**Quarterly/yearly reports on current consumer issues. These documents are for internal use only.**

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**Q79**

**Yes**

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

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**Q80**

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

1- Main area of work

**Consumer Federation (NGO) commissions the performace of social surveys about: consumer opinions on many market phenomena, consumer rights, expectations regarding legislative changes, consumer experiences and attitudes towards specific situations**

1- URL link to online library or publication(s)

**<http://www.federacja-konsumentow.org.pl/207,badania-rynkowe.html>**

2- Main area of work

**Product testing - Fundacja Konsumentów**

2- URL link to online library or publication(s)

**<https://konsumenci.org/niezalezne-testy-produktow,7.html>**