

Consumer Wise

- **Consumer Protection Organisations**
 1. Director of Consumer Affairs/National Consumer Agency
 2. Small Claims Court
 3. Trade Associations
 4. Consumer Association of Ireland
 5. Ombudsmen

Consumer Wise



- The Director of Consumer Affairs
 - ❖ This office was replaced in 2007 by the National Consumer Agency
 1. Enforces the Consumer Information Act 1978.
i.e. investigates complaints and prosecutes offenders for false/misleading claims
 2. Promotes better standards of advertising
i.e.: checks ads to ensure they don't break the Consumer Information Act
 3. Advices and informs consumers on their rights
 4. Advises and informs the government on consumer matters
 5. Conducts surveys to ensure consumers are not being ripped off.

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□ Small Claims Court

- This is a special court procedure for claims of up to €2,000
- Its aim is to handle consumer claims easily, quickly and cheaply without involving solicitor.

The logo for RECI (Registered Electrical Contractors of Ireland) features the word "RECI" in a stylized, italicized font with a horizontal line underneath.

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□ Trade Associations

- These are organisation which represent the interests of all firms in an industry

example:

1. ITAA - Irish Travel Agents Association
2. SIMI - Society of the Irish Motor Industry
3. RECI - Registered Electrical Contractors of Ireland
4. IHF - Irish Hotels Federation



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❑ Trade Associations

- These lay down standards of conduct for their members who are suppliers of goods and services.
- They have arbitrators/referees who settle disputes between customers and its members
- They involve themselves in disputes between consumers and their members to maintain high standards in their area of trade.



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□ CAI - Consumer Association of Ireland

- The CAI is a voluntary body which was set up to protect the rights and interests of consumers in Ireland
- It advises its members about goods and services and laws affecting consumers
- It conducts surveys and research into goods and services
- It publishes the *Consumer Choice* magazine monthly in which it provides advice and information to consumers
- They can be contacted for help if consumers have unresolved grievances about products or services.



Consumer Wise



- **Enterprise Ireland**
 - This operates the National Standards Authority of Ireland (NSAI).

- **National Standards Authority of Ireland (NSAI)**
 - The NSAI is a state organisation that:
 1. Sets standards for safety and quality of goods and services
 2. Certifies companies with the ISO9000 standard
 3. Carries out research and issues reports

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Biúró an Ombudsman um
Sheirbhísí Airgeadais



Financial Services
Ombudsman

❑ An Ombudsman

- The ombudsman investigates claims made by the public.

❑ The Ombudsman for Public Bodies deals with claims made against state organisations

eg.: The Dept. of Social Welfare, An Post

❑ The Financial Services Ombudsman deals with complaints made against banks, building societies, insurance companies and other financial services firms.