

CONSUMER ASSOCIATIONS

INDEPENDENT, TRANSPARENT, REPRESENTATIVE,
AND NON-PROFIT ENTITIES THAT PROTECT CONSUMERS'
INTERESTS AND DEFEND THEIR RIGHTS

1

KEY ACTORS IN CONSUMER PROTECTION

Voice of consumers
at national
and European
level.

Empower consumers
through
campaigns,
information
and training.

**Issue alerts
and complaints**
of dangerous
products, fraudulent
or abusive
commercial
practices.

**Represent,
mediate
and cooperate
with authorities
and economic
operators.**

**THEY INFLUENCE POLICIES, REGULATIONS, PRACTICES
AND SAFETY AND SUSTAINABILITY STANDARDS.**



MAIN ACTIVITIES

To consumers

- Information.
- Education & Training.
- Counseling and advice.
- Legal support and representation in case of consumer disputes (individual, collective) or unfair commercial practices.

Cross-Cutting

- Represent consumer interests in different forums (councils, commissions...).
- Advocate for the adoption of fair policies and regulations for consumers.
- Stand for consumer needs and vulnerabilities in standardization processes (CEN/CENELEC TC's).
- Monitor the market, surveillance activities, enforcement and authorities' interventions.
- Research and Testing.

CONSUMERS WATCHDOGS

CONSUMER FAIR TREATMENT.

TRANSPARENT, SAFER AND SUSTAINABLE MARKET.

2

RECOGNIZED STAKEHOLDERS IN CONSUMER PROTECTION

The role of consumer associations has been reinforced in the new European legal framework: broader role, stronger recognition, and enhanced intervention.

CONSUMER ASSOCIATION'S NEW OPPORTUNITIES (EXAMPLES):

Product Safety (GPSR)*

- Notifying dangerous products via Safety Gate
- Lodging complaints regarding product safety, surveillance of specific products or unsatisfactory compensation for product safety recalls, directly to authorities
- Be consulted by the EC on products with serious safety and health risks
- Engage in networks and joint market surveillance actions (sweeps)
- Receive funding for consumer information and education

Product Sustainability (ESPR)**

- Empower consumers to effectively use the information that will be provided by the DPP
- Act for inclusive and universal access to DPP (different ages, contexts, abilities)
- Participate in the definition of DPP for specific products
- Collaborate with companies to improve information accessibility
- Demand transparency and data verification from manufacturers and distributors

Digital Services (DSA)***

- Require the status of **Trusted Flaggers** under DSA
- Being a recognized **Trusted Flagger**:
 - gives the responsibility for detecting potentially illegal content online and alerting platforms that host it;
 - obligates online platforms to treat their notices with priority.
- This status is valid across the EU in any online platform
- **Trusted Flagger** are designated by the national Digital Services Coordinator: *they need to have expertise, be independent and work accurately, and objectively.*
- This mechanism complements market surveillance and helps to boost online safety and consumers' rights across the EU.

Consumer Rights

- Being designated as Qualified Entity for representative actions (at national level and/or cross-border) as a claimant party on behalf of consumers.
- A representative action is an action for the protection of the collective interests of consumers to seek an injunctive measure and/or a redress measure.
- To be consulted by national authorities cooperating in the enforcement of consumer protection European laws and to alert them and/or the Commission about suspicious infringements
- Depending on national laws, may act with courts and authorities to ensure consumer rights legislation is applied.

They are acknowledged:

AS RELIABLE SOURCES by authorities

AS IMPARTIAL AND SOLID ENTITIES by consumers

AS RESPONSIBLE ORGANIZATIONS by economic operators

*General Product Safety Regulation (EU) 2023/988 (GPSR).

Ecodesign for Sustainable Products Regulation (EU) 2024/1781 (ESPR).

Digital Services Act, Regulation (EU) 2022/2065 (DSA).



SOME EUROPEAN CONSUMER ASSOCIATIONS HAVE A STATUS THAT ALLOWS THEM TO ACT QUICKLY WITH EUROPEAN BODIES

BEUC and ANEC bring together and represent associations from different countries, have direct collaboration with EC, CEN, CENELEC and participate actively in several working groups, commissions, forums and collaborative networks at European and International level.

BEUC

ensures that the EU adopts policies and regulations that improve the lives of European consumers.

ANEC

represents the interests of consumers in the development and revision of European Standards (EN) for products, equipment and services.

**BEUC AND ANEC ARE TWO OF THE MOST IMPORTANT
CONSUMER ORGANIZATIONS IN EUROPE. BOTH AIM TO BE THE
VOICE OF EUROPEAN CONSUMERS AT DIFFERENT LEVELS.**



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