

# ABOUT THE CONSUMER AFFAIRS COMMISSION

*The Consumer Affairs Commission is dedicated to leading change in the society...towards a pollution of knowledgeable, vigilant, assertive, and discriminative consumers.*

## WHAT IS THE CONSUMER AFFAIRS COMMISSION

The consumer Affairs Commission is a public agency established to inform educate and empower Consumers to protect themselves in the marketplace.

## WHY DOES IT EXIST?

The CAC exist to provide a balance on behalf of Consumer in the market economy.

## WHY IS THERE THE NEED FOR “BALANCE”?



The market economy can succeed in delivering goods and services, often in abundance, to those who can afford them. But it lacks mechanisms and incentives to meet the basic needs of people who cannot. The CAC attends to these failures by sharpening Consumers’ skills, providing them with information to meet these needs.

## WHAT IS ITS MISSION?

The CAC would have succeeded in its work when the Consumers of Jamaica can be described as knowledgeable about the market-place and its mechanisms, are vigilant about what takes place in it and assert themselves to ensure that their rights are upheld.

## WHAT ARE THE MAIN FUNCTIONS OF THE COMMISSION?

It provides information to Consumers and it deals with complaints which Consumers lodge with it against Business or Government – anyone for that matter.

## **HOW DOES IT DO ITS WORK?**

To inform Consumers the Commission

- ❖ Makes presentation to various audiences, lecturers, and speaks to groups – out of office and in office.
- ❖ Conducts Workshops and Seminars.
- ❖ Mounts displays at events where crowds of Consumers will be – for example at Trade Fairs and Health Fairs.
- ❖ Broadcast messages on Radio and Television.
- ❖ Publishes prices and other information in newspapers and
- ❖ Provides information through the Internet.

To resolve Consumers' complaints, the Commission

- ❖ Receives all the facts of the case from the Consumer]
- ❖ Makes contact with the person being complained against and gets “that side of the story” and
- ❖ Does whatever is necessary to arrive at a fair settlement of the case.

## **WHAT ARE SOME OF THE TOPICS, WHICH THE COMMISSION ADDRESSES IN ITS EDUCATION PROGRAMME?**

The commission will address any Consumer issue but high on its agenda are:

- ❖ The Right of the Consumer
- ❖ The Responsibilities of the Consumer

- ❖ Warrantees and Guarantees
- ❖ Comparative Shopping
- ❖ Budgeting and Money Management
- ❖ Sustainable Consumption

## **DOES THE COMMISSION HAVE PRINTED INFORMATION ON THESE TOPICS?**

Yes and the Commission's magazine "Consumer Alert" and brochures and pamphlets are available to Consumers on request.

## **HOW DOES THE CAC RECEIVE COMPLAINTS?**

A consumer can lodge his/her complaint by telephoning the Commission, or by writing the Commission or by visiting any of the Commission's offices. Offices are opened to the public between 8:30 a.m. and 4:30 p.m.- Monday to Friday.

## **UNDER WHAT LAW DOES THE CONSUMER AFFAIRS COMMISSION OPERATE?**

The CAC operates under the Trade Act, 1955.

**Where can we be found?**

### **HEAD OFFICE**

Telephone: 926 -1650-2  
Toll Free: 1- 888 - 991- 4470  
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