



Summary Report 2008

This is the **summary of the 2008 Report** of the Catalan Agency of Consumer Affairs (ACC).
The **CD** provides the **full report**, which also includes the breakdown of activities in the territory.

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Miquel Salazar i Canalda
Secretary of Financial Policy,
Competition and Consumer Affairs

Most of the variables that make up the activity of the Catalan Agency of Consumer Affairs grew substantially in 2008. Unlike previous years, there has been no major consumer affairs-related conflict, although nevertheless, and particularly as of the second half of the year, the economic crisis had a major impact on the Agency's work, translating into an increase in the number of queries, claims and complaints submitted by consumers.

The citizens of Catalonia are very sensitive to the use of their rights and are also very demanding towards companies. In this setting, the Agency is becoming an increasingly more important reference point and a key element in guaranteeing the competitiveness of the Catalan economy.



Jordi Anguera i Camós

Director of the Catalan Agency of Consumer Affairs

The report by the Catalan Agency of Consumer Affairs (ACC) for 2008 presented below is the result of the rigorous work carried out to guarantee consumer and user rights.

It is clear that queries, complaints and claims by Catalan consumers increased significantly in the context of economic crisis which became evident throughout the year. The Agency thus had to respond to this demand, and the ACC rose to the challenge. I would like to draw particular attention to the specific information campaigns for “If you have the receipt, you have the guarantee”, “Connect to your rights in landline and mobile telephony”, “The full price”, on the right to know the full prices of products and services, and the campaign for the promotion of the arbitration of consumer affairs: “A sign of commitment, a sign of confidence”. There was also the exhibition on product safety “Safe with you”.

As for market control and oversight, besides the penalties imposed on companies engaged in the rescheduling of credits, mention must be made of the inspection campaign in telephony and the Internet and actions involving the withdrawal of unsafe products.

The year 2008 was also one of collaboration with the actors that make up the world of consumer affairs. An agreement was signed with the main business organisations to work jointly in consumer affairs policies and to improve market transparency, while the Council of Consumers of Catalonia has also become a space for meeting and collaboration with consumer organisations.

This year was also important from the standpoint of defining a new regulatory framework for consumer affairs. The Draft Bill for the Code of Consumption of Catalonia was put to the public, the arguments were analysed and work targeting the necessary consensus was carried out. We therefore trust that Catalonia will soon have the code that should allow it to advance, as a country, to guarantee consumer rights.

1

Structure and Budget

In 2008, the Catalan Agency of Consumer Affairs (ACC) managed total expenses of 16,581,282.30 €, with a work force of 196.

Its organic structure is as follows:

GOVERNING BOARD											
President: Autonomous Minister of Economy and Finance											
Vice-president: Secretary General of Economy and Finance											
Director of the Catalan Agency of Consumer Affairs											
Assistant General Directorate for Attention to the Consumer				Assistant General Directorate for Market Discipline							
Information and Training Department		Mediation and Arbitration Department		Market Inspection and Oversight Department			Regulatory Affairs and Procedures Department	Studies and Communication Department		Administration Department	Consumer Affairs branches in: Girona, Lleida, Tarragona, Terres de l'Ebre
								Publicity and Promotion Department	European Consumption Branch		
Information Section	Training and Education Section	Mediation Section	Arbitration Section	Product Inspection Section	Service Inspection Section	Programming and Coordination Section					

Information to consumers

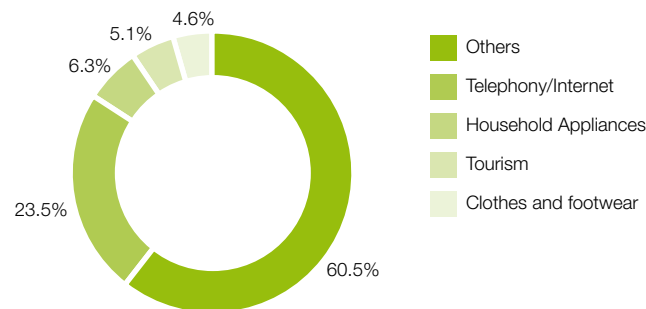
The consolidation of information to consumers

One of the main commitments of the Catalan Agency of Consumer Affairs (ACC) is to ensure that citizens realise that someone is looking after their interests as consumers. In this sense, the ACC offers personalised attention to all consumers through different communication channels.

The citizen's attention telephone number, 012, offers a help service to consumers, and informs them of their rights and obligations. The service is manned by consumer affairs specialists. If in any case the 012 line is unable to attend the telephone service, it is transferred directly to the ACC, where specialists in consumer affairs look for the best answer. In 2008, the 012 line handled 76,519 queries. By type of query, 18,314 were calls seeking information on addresses and the powers of consumer affairs-related public bodies and entities. The remaining 58,205 calls correspond to requests for information on the consumption of products and services. In services, there are many queries on telephony and the Internet and Transport. Household appliances also account for many queries (both purchasing and repairs).

E-mail and visits with personalised attention at the ACC are a further two options for queries and information available to citizens, the presence of which gradually increase. The queries received in the ACC by e-mail or the website form now amount to more than 4,000.

QUERIES BY SECTOR



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Information to consumers

Information to consumers via the ACC's website

The ACC website, www.consum.cat, is structured to respond to the three main groups of the Agency: consumers, consumer organisations and companies.

One of the most used pages in 2008 was the on-line claim/complaint form which allows many consumers to submit claims/complaints from their own home. This process generates an incoming registration number, which affords this electronic form the same validity as a document submitted personally to any of the branches of the Administration.

The website also has an area of restricted access for the consumer affairs organisations which has become a very lively space for the coordination of actions between all consumer affairs organisations in Catalonia.

The ACC website received more than 26 million visits in 2008, more than 71,000 a day, versus the 16 million hits of the previous year.

Training

Training in responsible consumption

The Catalan Agency of Consumer Affairs (ACC) engages in different training activities targeting both the different types of consumers (consumers, neighbours' associations, the elderly, housewives associations and different groups), traders, professionals of the world of consumer affairs (professionals from public offices providing information to consumers and consumer associations of Catalonia), training them in the general aspects of consumer affairs and conflict solving, and in the different legislative novelties that arise.

In 2008, the ACC organised 74 talks for consumers, with 1,896 participants; 36 informative sessions for traders, with 961 participants, and 31 training activities for professionals from the world of consumer affairs, with 385 teaching hours and 861 participants.



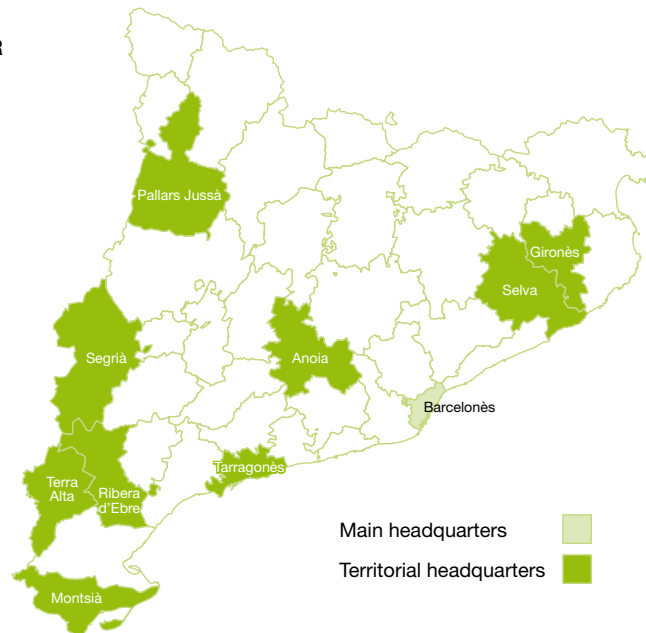
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Education: Escola del Consum de Catalunya [The Catalan Consumer Affairs School]

The Catalan Agency of Consumer Affairs (ACC) continues to make a special effort to target younger consumers to educate them in more responsible consumption. That is why it started up the Catalan Consumer Affairs School in October 2003, as a continuous training project targeting young people in primary and secondary education, higher education and training cycles, initial teacher training, special education and free time training.

The Catalan Consumer Affairs School offers recreational and educational workshops to young people, informing them on their obligations and rights as consumers. In 2007-2008, its activity continued to follow a double parallel-line structure: its headquarters, located in Barcelona and with a radius of action of the counties of the first crown, has 9,472 pupils; and its territorial headquarters, which travels Catalan territory and offers workshops to the educational centres, with 6,603 pupils. In this academic year, primary education workshops were offered for the first time in the territory. These workshops were organised at the head offices in Barcelona and in nine mobile branches throughout Catalonia.

TERRITORIAL DISTRIBUTION
OF THE SCHOOL OF CONSUMER
AFFAIRS OF CATALONIA



Mediation and arbitration

La Junta Arbitral de Consum de Catalunya (JACC) [Catalan Consumer Tribunal], attached to the ACC, manages claims made by the public in Catalonia when they feel they have been unfairly dealt with when purchasing a product or receiving a service.

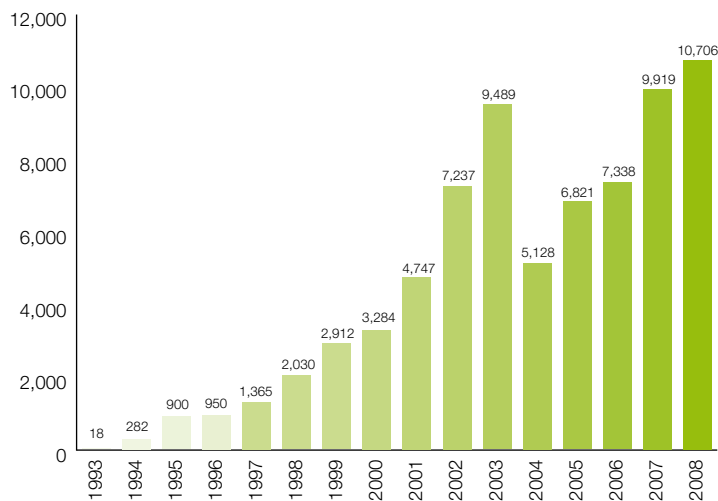
Claims received

A total of 10,706 claims were lodged in 2008, an 8% increase on 2007, when 9,919 were made.

Twenty-six percent (26%) of these claims were received through the web form.

Telephony and the Internet polarise 29.8% of the claims, with an increase of 74% versus the previous year. The second sector in terms of claims is air travel, which has undergone a spectacular increase.

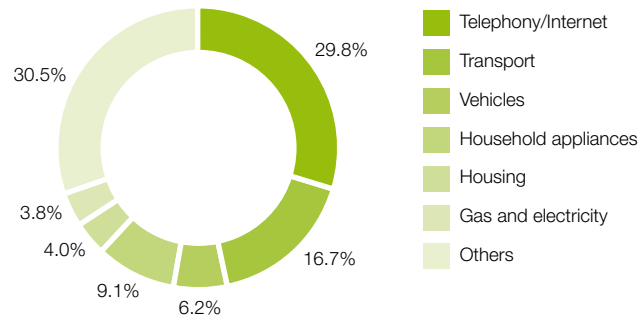
CLAIMS RECEIVED BY THE JACC



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Mediation and arbitration

The breakdown of the cases handled in 2008 is distributed by sectors as follows:

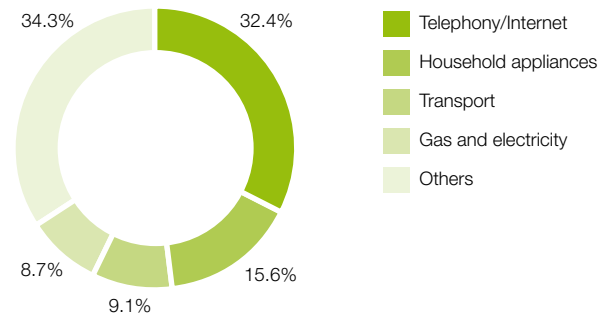


Mediation

The resolution of conflicts between consumers and entrepreneurs by the JACC can be done through consumer mediation or arbitration. Both these processes, mediation and arbitration, are free.

In mediation, an impartial and neutral third party, without any involvement with the parties, seeks negotiated solutions between the consumer and the entrepreneur. In 2008, 2,342 claims were solved by mediation.

MEDIATIONS BY SECTOR



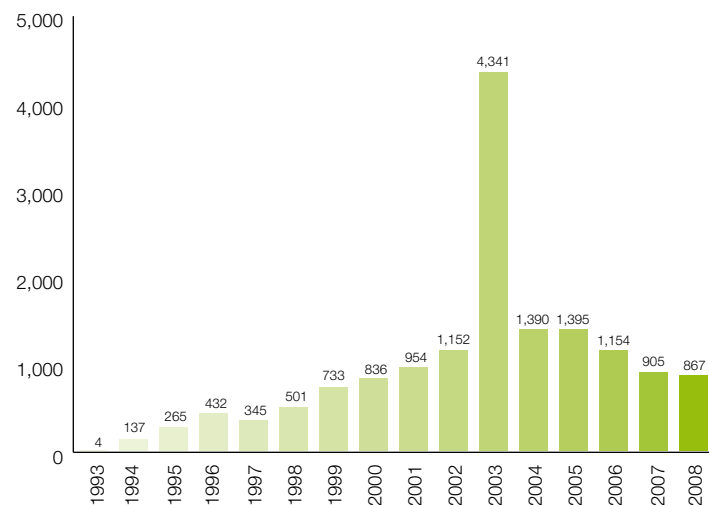
Mediation and arbitration

Arbitration

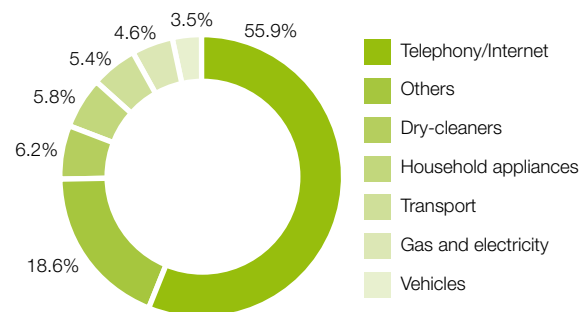
Consumer arbitration is an out-of-court and voluntary system in which the parties in conflict take the dispute to an independent arbitration tribunal. The decision is binding and must be observed by both parties. The decision of the Arbitration College, called the *finding*, has the same effect as a legal sentence. In consumer arbitration, the two parties involved, consumers and company, must reach an agreement, and this is what binds them in the tribunal's decision. In 2008, 867 decisions were issued, 98% of which were dictated unanimously by the three arbitrators.

Mention must be made of the use of videoconference at the arbitration hearings, used in Barcelona, Girona, Lleida, Tarragona and Tortosa, and in different county councils with the agreement of delegation of powers.

FINDINGS ISSUED EVERY YEAR



FINDINGS ISSUED IN 2008
DISTRIBUTED BY SECTORS



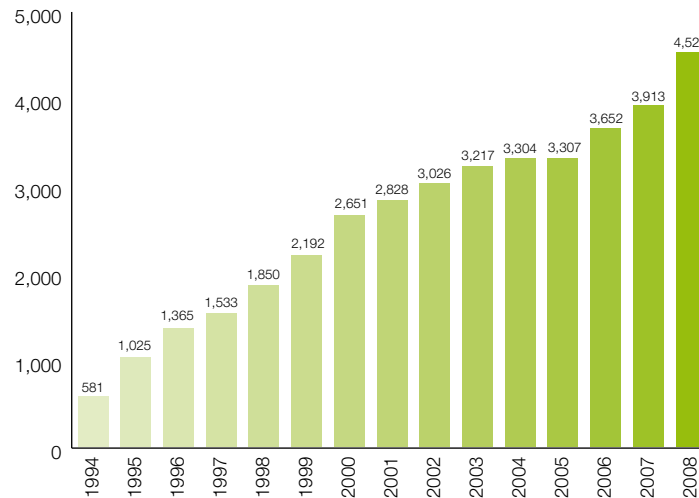
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Mediation and arbitration

Adherence of establishments and companies to the arbitration

The traders and service providers which are members of the JACC may exhibit the membership sign in their establishments and use it in their documentation and advertising as a synonym of guarantee and the quality of the products and services they offer. Being a member constitutes a guarantee of quality and safety for consumers. On December 31, 2008, there were 4,521 member establishments of the JACC distributed throughout the territory, a figure which heralds a growth of 15.54% with regard to 2007.

MEMBER ESTABLISHMENTS

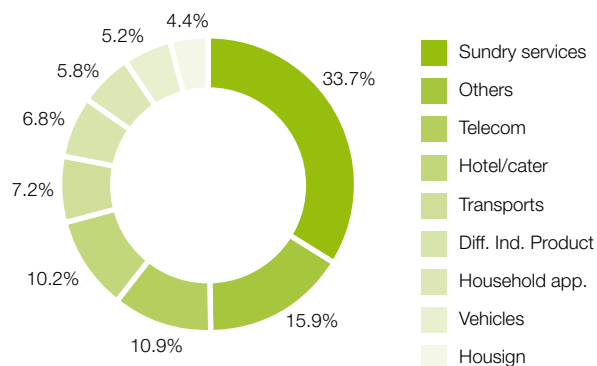


Inspection and market control

Complaints received

In 2008, a total of 6,311 complaints were handled in Catalonia, 25% more than the previous year, which corresponds to different sectors.

COMPLAINTS RECEIVED
BY SECTOR



Inspections

The ACC inspection implemented 15,543 actions in the course of 2008, 17.83% more than in 2007, with a view to providing a better service and protecting consumers from possible irregularities. Actions through the warning network (38.4%) and those prompted by complaints (24.1%) occupy a leading position. More than half of the actions were carried out in Barcelona.

These actions yielded different results, such as the verification of compliance with the regulations on the marketing of goods and services, intervention and withdrawal from the market of products that do not fulfil the regulations or which entail a safety risk for consumers, and also for verifying the status of a given market.

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Inspection and market control

Inspection campaigns

The following inspection campaigns were carried out:

Food product control campaigns

- Declaration of healthy properties
- Energy drinks

Non-food product control campaigns

- Electrical toys
- Lighters
- Christmas decorations

Service control campaigns

- Housing purchases
- Parking
- Implementation of DTT
- Telecommunications
- Sea transport
- Vehicle rental

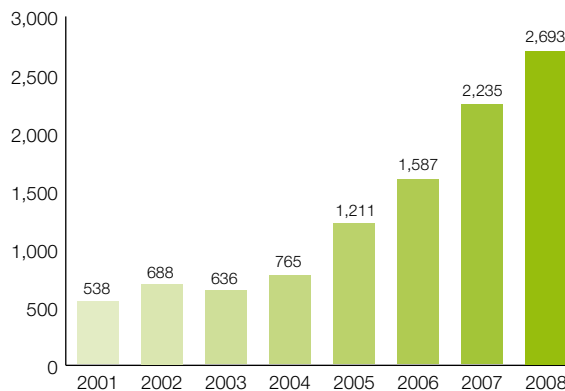
Sales technical conditions

- Winter sales
- Price marking

Warning network

It should be mentioned that the number of hazardous product warnings managed annually has grown exponentially. There were 2,693 warnings in 2008. This figure constitutes an increase of 20.5% on 2007.

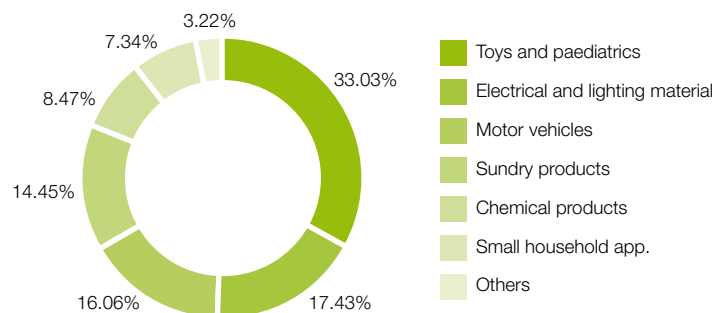
EVOLUTION OF THE PRODUCTS FOR WHICH WARNINGS WERE ISSUED



An increase of more than 20% in product warnings.

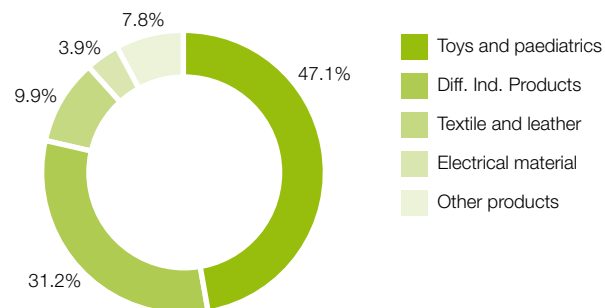
Inspection and market control

CLASSIFICATION OF ALERTS BY TYPE OF PRODUCT



As a consequence of the inspections, 446,005 units of product (21% more than the previous year) were recalled from the market and 434,378 were destroyed (almost four times the figure for 2007).

PRODUCTS RECALLED FROM THE MARKET



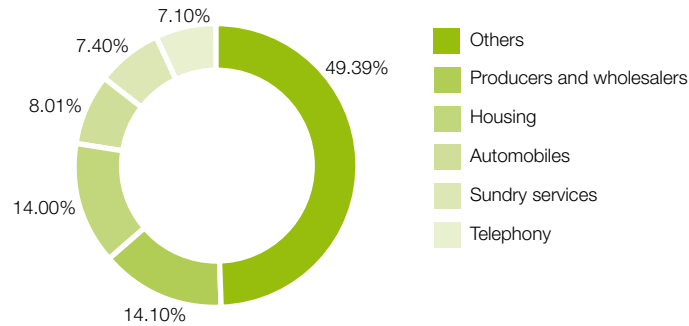
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Penalties

Penalty proceedings

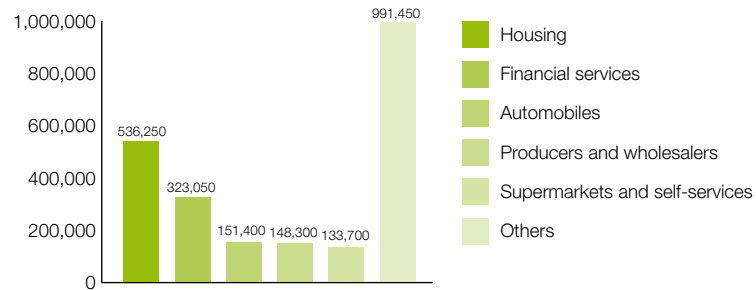
In 2008, a total of 986 penalty proceedings were brought through market control and consumer affairs inspections.

PENALTY PROCEEDINGS BY SECTOR



Penalties totalled 2.28 million Euros. The sectors with the highest volume of penalties were housing, with 536,250 €, and credit rescheduling companies with 323,050 €.

AMOUNT OF PENALTIES IMPOSED BY SECTOR



Penalties

Type of offence punished

The type of offences penalised are:

• Non-compliance documentation, information, books	32.71%
• Contractual clauses	28.19%
• Advertising offences	7.16%
• Offences in business activities	6.39%
• Offences in product labelling labelling and packaging	6.22%
• Offences in control and collaboration with inspectors	4.86%
• Rendering of services	4.26%
• Offences in price matters	3.24%
• Product safety	2.81%
• Non-fulfilment in business transactions	2.21%
• Product alteration, adulteration and fraud	1.96%

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Regulations

The following specific standards were drafted and published:

Processed and approved

- Amendment of Decree 242/2005, of November 8, on the deployment of the structure of the Catalan Agency of Consumer Affairs.

Being processed

- Draft Bill for the Code of Consumer affairs of Catalonia. Institutional and public information phase. Observations have been received from the different departments of the Administration of the Government of Catalonia and arguments and observations from other entities and organisations representing country-wide social, economic and cultural interests.
- Decree Bill amending the different articles of Decree 70/2003, of March 4, regulating claim/complaint sheets in commercial establishments and in the rendering of services.
- Bill for the amendment of Decree 348/2001, of December 4, regulating artificial tanning centres.



Consumer affairs promotion

Grants to consumer and user organisations

Subsidies totalling 516,738.25 € were granted to a total of 17 entities for their activities, with a total expense budget of 1,353,063.09 €.

Subsidies to country councils in matters pertaining to information and defence of consumers and users

In the framework of this line of aid, subsidies were granted to 11 county councils for a total amount of 208,988.07 € in different lines of action, with a total estimate of expenses of 608,611.14 €.

Delegation of powers to district councils

Agreements on the delegation of powers in matters of consumer affairs have been signed with 21 district councils for a total financing value of 1,070,106.17 €.

The Vall d'Aran had powers transferred to it in 2005.

DELEGATION OF POWERS TO THE COUNTY COUNCILS



Studies and surveys to guide the action for the defence of consumers of the research line

Studies

In the research framework of the School of Consumer Affairs of Catalonia, the *Young people and money* study was carried out, a descriptive study on the management of economic resources by young non-university students from Catalonia. This fundamental axes of this study is the availability of money and how it is spent by money young people aged between 12 and 25 studying Compulsory or post-Compulsory Secondary Education (pre-university, training cycles and employment transition plans) in Catalonia.

Surveys

- As far as telephone surveys are concerned, we participated in the Baròmetre del clima de confiança del sector de l'habitatge [Barometer of the climate of confidence in the housing sector].
- A survey on the rights of Catalans as consumers was performed. A study was performed on the evolution of perception, knowledge and opinion. The knowledge, use and the assessment of the citizens of Catalonia Catalunya pertaining to their rights as consumers and the organisations in charge of guaranteeing these rights were analysed, and this year's results were compared to those obtained in 2004 and 2006.
- The evaluation of the satisfaction of ACC users continued with two studies:
 - **Company satisfaction.** Knowledge of the level of satisfaction of companies against whom some kind of claim was brought by consumers and managed through the ACC.
 - **Consumer satisfaction.** Knowledge of the level of satisfaction of users that made some kind of complaint, claim, report, etc., to the ACC and which was not managed by the JACC (the analysis of user satisfaction that had lodged a claim managed by the JACC had already been performed at the end of 2007).

Communication and publicity of consumers' right and obligations

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In 2008, the Catalan Agency of Consumer Affairs (ACC) was present in the mass media and publicised its task in the printed press, radio and television by means of adverts and different events. This participation in television, radio and the printed press led to 264 million impacts in 2008. Moreover, 54 press releases were written on different issues of current events related to the defence of consumers.

In parallel, the ACC actively participates in Catalonia's trade fairs to provide information directly to anyone requesting it, either distributing its collection of informational literature on the defence of consumer and/or user rights, or by promoting itself. In 2008, the ACC was present in 10 fairs.

Special mention must be made of the "Safe with you" product safety Exhibition, which started out in Barcelona in the Jardins del Palau Robert at the end of 2008 to convey to the citizens the key elements to guarantee the purchasing and consumption of products in safety.

The Catalan Agency of Consumer Affairs started the "Safe with you" exhibition on product safety.

Finally, the ACC published different information leaflets to publicise consumers' rights: "You as a consumer, can complain", "land line telephony, Mobile Telephony". Others were re-published: "If you have a receipt, you have the guarantee:", "Market control", "Recommendations before travelling", "Fair trade", "Responsible consumption", "Catalan Agency of Consumer Affairs", "Mediation and arbitration", "Sign of commitment, sign of confidence", and, in collaboration with The Institute of Education of Barcelona of the City Council of Barcelona, "Who makes the rules of the game? A guide to choosing and using videogames".

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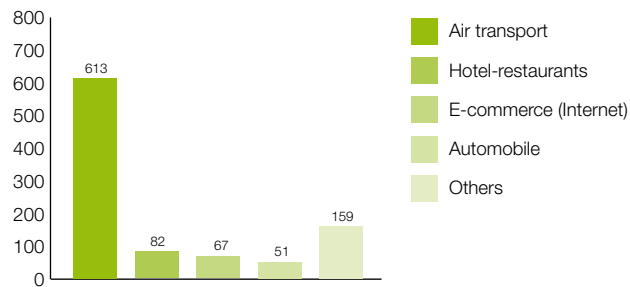
Management of cross-border queries and claims

The Catalan Agency of Consumer Affairs (ACC) also manages queries and complaints related to consumer affairs between European countries.

Basically, it performs three functions: it provides assessment to consumers to leverage better the possibilities offered by the European market, acts as a mediator in claims between countries and disseminates common market policy in matters of consumer affairs.

The European Consumption Branch has handled a total of 1,326 cross-border cases (972 claims and 354 queries). Most claims (63%) were related to air travel.

BREAKDOWN OF CROSS-BORDER COMPLAINTS BY SECTORS



Cross-border claims have doubled. 63% of those received correspond to the air travel sector.

The Council of Consumers of Catalonia

The Council of Consumers of Catalonia is the organ of representation and consultation of consumer and user associations, and is the institutional representative of consumer and user associations before the Administration of the Government of Catalonia and other administrations, organisations and entities.

The Council of Consumers of Catalonia has been very active in 2008. Two meetings of the Plenary Session were held, approving the finding for the Preliminary Project of the Code of Consumer Affairs of Catalonia, also addressing matters of the importance of the implementation of DTT and action proposals in the crisis context.

The Standing Commission has met eight times (four in extraordinary session).



**CONSELL
DE LES PERSONES
DE CONSUMIDORES DE
CATALUNYA**

Coordination with other agencies and organisations

The Catalan Agency of Consumer Affairs (ACC) carries out systematic coordination actions with different organisations:

Public consumer information offices

In the course of 2008, different periodical meetings were held in the different territorial areas with the consumer information public offices at municipal (OMIC), and country (OCIC) level and of the County Council of Barcelona to address different topics. In Catalonia overall, 23 meetings were held with country consumer information offices and 12 with municipal offices of the different territorial areas.

Consumer arbitration boards

Four periodic meetings were held with the consumer arbitration boards to address different matters that directly affect the development of the arbitration of consumer affairs in Catalonia, in a consolidated framework of coordination between the arbitration boards in Catalan territory.

Four ordinary meetings were held in February, April, September and December. At these meetings, besides the specific casuistry of the claims submitted to arbitration and promotion actions, the proposal and the approved text of the new Royal Decree that regulates the arbitration of consumer affairs and its effect on the management of the arbitration was analysed. The meetings feature the participation, besides the Arbitration Board of Consumer Affairs of Catalonia, of the municipal boards of Vilafranca del Penedès, Lleida, Terrassa, Barcelona, Badalona, l'Hospitalet de Llobregat, Mataró and Sabadell.

Agreement between the Catalan Agency of Consumer Affairs and the business sector to work jointly on consumer affair policies and to improve market transparency

In February 2008, the Autonomous Minister Castells and the main business organisations of Catalonia first agreed to work jointly in consumer affairs policies and to improve market transparency. The agreement was signed with the Council of Chambers of Catalonia, Foment del Treball [Labour Promotion], Pimec and Pimec-Comerç, and a further six organisations: the Confederació de Comerç de Catalunya [the Trade Confederation of Catalonia], ABC, CECOT, Comertia, FEPIME and the Confederació Espanyola de Tallers de Reparació d'Automòbils [Spanish Confederation of Automobile Repair Workshops].

The basic work lines are:

1. To improve information and training in companies in consumer affairs matters
2. To promote the arbitration of consumer affairs as a conflict-solving mechanism between companies and consumers
3. To promote proximity economy and corporate social responsibility
4. To improve market discipline
5. To promote the harmonisation of Catalan language

The Catalan Agency of Consumer Affairs month by month

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January

The School of Consumer Affairs of Catalonia sets up in Salt (Gironès).

The ACC begins an inspection campaign on ski material in collaboration with French consumer affairs inspectors.

The Arbitration Board of Consumer Affairs of Catalonia (JACC) makes its first arbitration visits to l'Alt Empordà.

February

The Council of Consumers of Catalonia seconds the general water-saving petition in the face of extreme drought.

The ACC penalises 46 companies engaged in credit rescheduling.

The Autonomous Minister Castells and the main business organisations of Catalonia agree to work for the first time together in consumer affairs policies.

The Autonomous Minister of Economy and Finance delivers the new Code of Consumer Affairs of Catalonia to the Governing Board of the ACC.

March

The School of Consumer Affairs of Catalonia sets up in Vidreres (La Selva).

The ACC delegates powers in matters of consumer affair conflict-solving, inspection work and control campaigns to the County Council of Pallars Sobirà and the County Council of Pla de l'Estany.

April

The School of Consumer Affairs of Catalonia sets up in Tarragona.

The ACC organises the 4th Responsible Consumption Festival under the slogan "Know your rights", whose core objective is for consumers to know their rights.

The ACC kicks off the campaign "If you have the invoice, you have the guarantee". The campaign targets citizens, and encourages them to exercise their rights and obligations as consumers with regard to product guarantee.

The ACC gives awards to scholars from Figueres, Mataró and Barcelona in the 3rd edition of the 2007-2008 School Competition on responsible consumption (Consumòpolis3).

May

The ACC publicises the Draft Bill for the Code of Consumer Affairs of Catalonia.

The conclusions of the AVVUIS study give the ACC the keys to pre-empt new consumption habits in the elderly.

The Catalan Agency of Consumer Affairs month by month

The School of Consumer Affairs of Catalonia sets up in Móra d'Ebre.

The NEPIM network of regions is set up in Barcelona to promote responsible consumption in Europe.

The ACC receives the leaders of consumer affairs policies of different European regions promoted by the network.

Gandesa was, between May 19 and 30, the travelling headquarters of the School of Consumer Affairs of Catalonia.

The ACC has scheduled a broad inspection campaign in telephony and Internet services. The information campaign "Connect to your rights in landline and mobile telephony" is started up.

June

The director of the Catalan Agency of Consumer Affairs, Jordi Anguera, offered an information session in the College of Journalism to address the changes associated with the world of consumer affairs and to present the new Code of Consumer Affairs of Catalonia that is being processed.

The Arbitration Board of Consumer Affairs of Catalonia (JACC) commemorated its 15th anniversary in the Palau de Pedralbes to pay tribute to the spirit of the pioneers of mediation and arbitration in Catalonia and the member companies of the arbitration system.

July

The ACC informs that 98.5% of the claims presented due to the blackout on July 23 have been solved and that the indemnities paid out exceed 19 million Euros.

Public information of the Decree Bill for the modification of different articles of Decree 70/2003 which regulates complaint sheets.

Specific recommendations are made for users on SMS Premium and the use of telephones with a 905 dialling code.

The ACC states that it regards the charging of supplements for the use of credit cards and for checking in luggage in air travel to be abusive.

August

The ACC recalls 126,289 lighters that do not fulfil the safety requirements from the market. 80.7% of the models checked do not fulfil the safety regulations and 31% do not have carry the mandatory child-resistant mechanisms.

The ACC warns of the risks of magnetic toys.

Since last July 21, the introduction or marketing of magnetic toys that do not carry warning phrases on health and safety risks has been forbidden.

The Catalan Agency of Consumer Affairs month by month

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September

“Full price”, new information campaign by the Catalan Agency of Consumer Affairs.

Consumers are entitled to know the full price of products and services, which must include taxes and obligatory costs.

The School of Consumer Affairs of Catalonia sets up in Baix Ebre.

October

The Secretariat for Immigration and the ACC bring the regulations on trade and foreigners closer to the Pakistani group in Barcelona.

New campaign for the promotion of the arbitration of the Catalan Agency of Consumer Affairs.

Clickair becomes the first airline company to put a passenger claim to the Arbitration Board of Consumer Affairs of Catalonia.

The School of Consumer Affairs of Catalonia sets up in Baix Camp.

Press release by the ACC regarding changes and returns in trade.

November

Young people spend an average amount of 130 € a month, basically from sporadic income. The director of the ACC presents the study on the economic resources of young non-university people from Catalonia.

The Agency organises the Conference on air travel: new challenges in user protection.

The School of Consumer Affairs of Catalonia sets up in Priorat.

The exhibition “Safe with you”, on product safety, is officially opened in the Palau Robert.

December

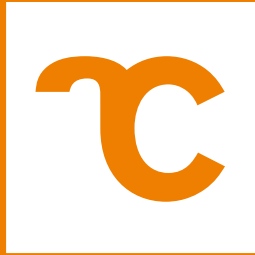
The ACC had more than 850,000 unsafe products destroyed or recalled from the market in 2008. 90% of the destroyed units correspond to toys and paediatric and cosmetic products.

The ACC delegates powers in conflict-solving matters in consumer affairs, inspection and control campaigns in the county councils of l'Alt Camp, l'Alt Penedès, el Ripollès and el Solsonès.

The School of Consumer Affairs of Catalonia sets up in l'Alt Penedès.

The ACC participates in the “Put your cap on” festivities to support children with cancer.

The Council of Consumers of Catalonia analyses the ACC's action proposals in a crisis context.



agència catalana del consum

Adreces

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Secció de Consum a Tarragona

C/ Pompeu Fabra, 1

43001 Tarragona

Tel. **977 25 17 17**

Secció de Consum a Lleida

Av. del Segre, 7

25007 Lleida

Tel. **973 72 80 00**

Àrea de Consum a les Terres de l'Ebre

C/ Llotja, 4, 2D

43500 Tortosa

Tel. **977 44 84 90**

Direcciones

Agencia Catalana del Consumo (Barcelona)

Tel. **93 551 66 66**

Fax: **93 551 65 17**

www.consum.cat

consum@gencat.cat

C/ Pamplona, 113

08018 BARCELONA

C/ Tànger, 98

08018 BARCELONA

Sección de Consumo en Girona

C/ Migdia, 50-52

17003 Girona

Tel. **972 94 01 00**

Sección de Consumo en Tarragona

C/ Pompeu Fabra, 1

43004 Tarragona

Tel. **977 25 17 17**

Sección de Consumo en Lleida

Av. del Segre, 7

25007 Lleida

Tel. **973 72 80 00**

Área de Consumo en Terres de l'Ebre

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Addresses

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Fax: **93 551 65 17**

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