

UNITED NATIONS CONFERENCE ON TRADE AND DEVELOPMENT

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VOLUNTARY PEER REVIEW OF CONSUMER PROTECTION LAW AND POLICY CHILE



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NOTE

The United Nations Conference on Trade and Development (UNCTAD) serves as the focal point within the United Nations Secretariat for all matters related to consumer protection policy. UNCTAD promotes the United Nations guidelines for consumer protection and encourages interested Member States to create awareness of the many ways in which Member States, businesses and civil society can promote consumer protection in the provision of public and private goods and services.

UNCTAD seeks to further the understanding of the contribution of consumer protection law and policy to development and to create an enabling environment for the efficient functioning of markets. The work of UNCTAD is carried out through intergovernmental deliberations, capacity-building activities, policy advice, and research and analysis on the interface between consumer protection, competition and development.

Voluntary peer reviews of consumer protection law and policy conducted by UNCTAD are mandated by the General Assembly in its resolution 70/186 of 22 December 2015 adopting the United Nations guidelines for consumer protection. The guidelines seek, among other things, to assist countries in achieving or maintaining adequate protection for their population as consumers.

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Voluntary peer reviews on consumer protection law and policy are conducted by UNCTAD at the annual meetings of the Intergovernmental Group of Experts on Consumer Protection Law and Policy or at the United Nations Conference to Review All Aspects of the Set of Multilaterally Agreed Equitable Principles and Rules for the Control of Restrictive Business Practices.

This report was prepared by Anahí Chávez, consumer protection expert and former Director of the National Consumer Protection Authority of Peru, and Luciano Timm, consumer protection expert and former National Consumer Secretary of Brazil (in charge of the section on dispute resolution and consumer redress), under the supervision of Arnau Izaguerri, Economic Affairs Officer, and direction of Teresa Moreira, Head of the Competition and Consumer Policies Branch.

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