

“Vulnerable and disadvantaged consumers require that consumer protection authorities address their specific needs, including effective dispute resolution and redress mechanisms. In Argentina, over 238 000 consumer complaints are filed annually. To assist, we have adopted a special regimen *‘Disposición 137/2024’* to guide and advise these consumers, ensuring a rapid response system that files and tracks complaints until resolution. These regulations strengthen these protections, reflecting our commitment to safeguarding consumer rights.”

Argentina's Undersecretariat of Consumer Defense and Fair Trade is responsible for enforcing consumer rights, co-ordinating arbitration systems, and managing prior conciliation services related to consumer disputes in Argentina.

Dr. Fernando Blanco Muiño

Undersecretary of Consumer
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