

European Consumer Centre Austria

The Austrian competence centre for crossborder consumer issues

hosted by

the Consumer Association of Austria - VKI (Verein für Konsumenteninformation)

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Director of the European Consumer Centre Austria

Perspectives of a cooperation between the
Network of national Enforcement Bodies and the European Consumer Centres' Network

Berlin, 14rd June 2007

The ECC-Net: different institutions and resources, but one goal: protection of European consumers

- Name of the centre:** ECC Austria – European Consumer Centre Austria
Europäisches Verbraucherzentrum Österreich
- Host structure:** Consumers Association of Austria - VKI
Verein für Konsumenteninformation - VKI
- Type of host structure:** registered independent Austrian consumer- and
testorganisation
- Date of foundation:** 1960
- Founding sources:** publications, grants, membership fees
- Member of:** Consumers International
BEUC-Bureau – European Consumers Organisation

Member Organisations of VKI

- Federal Chamber of Labour
- Federal Economic Chamber Federation
- Chamber of Agriculture
- Trade Union
- Republic of Austria, represented by the Federal Ministry for Social Affairs and Consumer Protection

Focus of the host structure

- Testing of products and services
- Publishing of the consumer magazine „Konsument“
- Consumer advice and complaints-handling
- Enforcement of consumer rights – competence to go to court (regulated by law)

ECC Austria:

- Total: 19
- Director: 1
- Lawyers: 4
- Advisors: 5
- Support staff: 9

Not all full-time employees.

Manpower of ECC Austria is equivalent to 6,5 full-time staff.

Host Structure VKI

Total staff: 97 (equivalent to 75 full-time staff) including ECC-staff.

European Consumer Centre Austria Synergies with the host structure

- Located at the well known Info-Centre of VKI
- Possibility to publish in the consumer magazine „Konsument“ and on www.konsument.at and www.europakonsument.at
- Forwarding of complaints to media
- Publishing of brochures in very high number of copies
- Competence to go to court via the host structure (regulated by law)
- Research activities
- School lessons

End

Thank you for your attention!
Danke für Ihre Aufmerksamkeit!

ECC Austria: www.europakonsument.at