

When should you file a complaint and claim compensation?

Consumer Complaint Procedure

There are different mechanisms through which consumers can seek redress:

The Primary Method:

Consumers should first contact the customer service or the information center of the business in order to resolve the complaint.

The Consultation:

If the complaint cannot be resolved directly with the business, consumers may consult with the Consumer Protection Competition and Fraud Repression Directorate-General (CCF), National Commission for Consumer Protection (NCCP), or the Consumer Association, for further guidance on how to proceed.

The Competent Institutions:

There are various competent institutions that can help resolve consumers' complaints both online and offline. These institutions include the Consumer Protection Competition and Fraud Repression Directorate-General (CCF), National Commission for Consumer Protection (NCCP), Regulators, Sectorial Authorities or Other Dispute Resolution Bodies.

The Final Method:

If the consumers are still dissatisfied, the case can be sent to the court. For this, consumers may require a legal expert or legal entity to assist or represent them in the court proceedings.

Law on Consumer Protection

The Kingdom of Cambodia enacted the law on Consumer Protection on November 2, 2019.

This Law are designed to ensure the rights and interests of consumers and promote fair and ethical business competition aims to govern a few key areas of business in Cambodia which consists of:

1. The rights and interests of consumers are protected
2. Businesses are engaged fair competition
3. Consumers and traders can transact with confidence

The Consumer Protection Competition and Fraud Repression Directorate-General (CCF) is the competent institution implementing the Law on Consumer Protection Law. According to Chapter 2, Article 5 of this law requires the establishment of the National Commission for Consumer Protection, NCCP. NCCP is an important institution to promoting Law on Consumer Protection and Fair Trade.

Our Contact Information

Consumer Protection Competition and Fraud Repression Directorate-General (CCF)



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Consumer Protection Competition and Fraud Repression Directorate-General (CCF)



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Fraudulent Business Practices:

As consumers, we have the rights to file a complaint and claim compensation if we have been misled or harmed by a business. You can file a complaint about unfair or fraudulent businesses practices, for example when the following happens:



1. Any act of a person in business, that may be misleading or deceptive to a consumer



2. Unfair Sale



3. Promise to offer gifts and prizes



4. Bait Advertising



5. Unfair referral Selling



6. Demanding or Accepting Payments Without Intention to Supply Goods or Services as Purchase Ordered



7. False or Misleading Representations in Respect of Some Business Activities



8. Coercion by Force and Mental Threat



9. Pyramid Scheme



10. Selling Goods Bearing False Trade Description

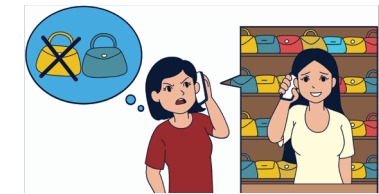


11. Unfair Conduct or Other Unfair Practice

Key Message

“ Disputes between consumers and businesses can be resolved through negotiation or mediation, and redress can be obtained by consumers as stated by the Law on Consumer Protection. ”

Example of Bad Business Practice



Consumer Rights

- Right to receive information and education
- Right to choose goods or services
- Right to be heard about consumer concerns and to receive settlement
- Right to demand compensation

Consumer Responsibilities

- Shall organize and involve in getting information and education
- Shall think carefully before making purchasing decisions
- Shall contact the involved business (in case of queries or irregularities)
- Shall report to the competent authorities (if businesses are not compliant)