

REGULATION ON THE OBLIGATION TO KEEP AND MAKE AVAILABLE A COMPLAINTS BOOK

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This week a new regulation enters into force in Angola about the obligation to keep and make available a "Complaints Book", which had been approved by Presidential Decree 234/16 on 9 December 2016 (Regulation).

The Regulations arises from the need to increase consumer protection in Angola and giving consumers an actual formal right to submit complaints against unlawful practices in the market.

I – Scope

The Regulation applies to all outlets that supply goods or services, on a temporary or permanent basis, as well as public services and publicly held companies that supply goods or services.

II – Acquisition of Complaints Book

The National Institute for Consumer Protection (INADEC) and private consumer protection associations must make the complaints book and related notices available for sale, which must comply with the templates approved in the Regulation. From this week, they will be available for sale for 8,000 AKZ each.

III – Obligations on suppliers of goods and services

According to the Regulation, any supplier of goods or services must:

- (i) Deal with a complaint within a maximum period of 30 days
- (ii) Keep a complaints book on its premises
- (iii) Deliver the complaints book to consumers immediately and free of any charge whenever requested
- (iv) Put up the official notice on the premises in a visible place saying (in Portuguese) "These premises have a complaints book"
- (v) Make the complaints book available to the authorities upon request
- (vi) Keep a copy filed of all complaints made for a period of 3 years.



IV – Penalties

Breaches of the Regulation are punishable by fine up to a maximum amount of 1,000 times the minimum national salary for civil servants. In addition to the fine, INADEC may publicise in a widely read newspaper the occurrence of the breach and the name of the entity, as well as list the name of the entity in a data base foreseen in the Consumer Protection Law. Other penalties of the Consumer Protection Law may also be imposed, depending on the seriousness of the offence.

For any further clarifications, please do not hesitate to contact João Robles or Cláudia Veloso (jmr@fcblegal.com or cfv@fcblegal.com).