

What's the difference between your Consumer Protection Division and the Office of Public Counsel?

The Consumer Protection division administers the Consumer Protection Act while the Office of Public Counsel administers the Consumer Guarantees Act. While both look out for the interests of consumers, the FTC deals with the 'before' – that is, making sure that consumers are not misled and have all the information they need before buying. The Office of the Public Counsel on the other hand, takes care of the 'after' – they put measures in place so consumers don't have problems with goods or services after they have bought them and that if they do, that they can get redress.