



Australian
Competition &
Consumer
Commission

For consumers

THE ACCC:

who we are, what we
can and can't do for you

April 2013



www.accc.gov.au

Our role

The Australian Competition and Consumer Commission (ACCC) is an independent Commonwealth statutory authority. We are Australia's competition and consumer regulator. We promote competition and fair trading and regulate national infrastructure to make markets work for everyone.

What we can do for consumers

We can:

- provide you with information about your rights under the law via the ACCC website, ACCC publications or when you contact our Infocentre
- provide general guidance about the Act and refer you to the ACCC's website and our publications for further information
- provide information about product safety recalls and mandatory standards
- provide information about the ACCC and what enforcement action we've taken
- investigate alleged breaches of the Act (where it meets our *Compliance and Enforcement Policy* priorities) and take enforcement or compliance action, where appropriate
- refer you to another agency if your issue doesn't fall under the responsibilities of the ACCC.

What we can't do for consumers

We can't:

- act on your behalf or provide you with legal advice on your rights and obligations under the law
- make formal decisions on whether a person or business has breached the law as only the courts can do this
- regulate or set the prices for goods or services such as groceries or fuel
- provide dispute resolution services between consumers and businesses.

We do not:

- ordinarily comment on the level of complaints about particular businesses or the status of any ongoing investigation.

Further information on the ACCC can be accessed on our website www.accc.gov.au.

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