

Consumer protection: consequences on the future of the Union policy. Green paper

2002/2151(COS) - 13/03/2003 - Text adopted by Parliament, single reading

The European Parliament passed a resolution drafted by Beatrice PATRIE (PES, France) on the Commission's Green Paper. (Please refer to the document dated 28/11/02.) Parliament also made some remarks on the concept of unfair behaviour, stating that it should include any commercial behaviour aimed at exploiting temporary or permanent physical or mental vulnerability arising, for example, from the age, infirmity, mental state, or low level of literacy of a consumer or a consumer group. Any commercial behaviour constituting physical or psychological coercion, and in particular harassment or intimidation, the use of threats or force and obstructive behaviour (such as the practice of making it difficult for consumers to change service providers) should also be deemed unfair behaviour.