

Agencies and Sources of Assistant

Food & Drug Administration (FDA)	www.fda.gov
Consumer Product Safety Commission (CPSC)	www.cpsc.gov
Federal Trade Commission (FTC)	www.ftc.gov
Better Business Bureau (BBB)	www.bbb.org
Bureau of Consumer Protection (BCP)	www.ftc.gov
Consumer Unions (Consumer Product-Testing Organizations)	Consumer Report Consumer Research Changing Times

Source: USOE Adult Roles & Responsibilities Curriculum

BETTER BUSINESS BUREAU (BBB): This non-profit organization is sponsored by local businesses. It offers a variety of consumer services at no charge to help with consumer complaints. It can provide consumer education materials, answer consumer questions, and provide general information about a company's consumer complaint record.

FOOD AND DRUG ADMINISTRATION (FDA): This is a federal agency that was formed to set and enforce safety standards for food, drugs, and cosmetics. They have the authority to stop the sale of an item under their jurisdiction, if it is found to be harmful or hazardous. They may also require safety warnings to be placed on harmful or hazardous products. This is the agency which tests new drugs and medications before they are put on the market.

CONSUMER PRODUCT SAFETY COMMISSION (CPSC): This is a federal agency that was formed to set and enforce safety standards of products such as household appliances, toys, and tools. If a product under the jurisdiction of the CPSC is found to be harmful or hazardous, they can prevent that product from being sold, or they can require the manufacturer to repair or

replace the product. The CPSC will also investigate complaints from consumers about products.

FEDERAL TRADE COMMISSION (FTC): This is a federal agency that was formed to protect consumers against false advertising, illegal sales schemes, and all unfair trade practices.