

1 VIRGINIA ACTS OF ASSEMBLY — CHAPTER

2 *An Act to amend and reenact § 15.2-963 of the Code of Virginia, relating to local offices of consumer*
3 *affairs.*

4 [H 218]
5 Approved

6 **Be it enacted by the General Assembly of Virginia:**

7 **1. That § 15.2-963 of the Code of Virginia is amended and reenacted as follows:**

8 § 15.2-963. Local offices of consumer affairs; establishment; powers and duties.

9 Any county or city may, by ordinance, establish a local office of consumer affairs which shall have
10 only such powers as may be necessary to perform the following duties:

11 1. To serve as a central coordinating agency and clearinghouse for receiving and investigating
12 complaints ~~from citizens of the county or city~~ of illegal, fraudulent, deceptive or dangerous practices
13 *occurring in such county or city*, and referring such complaints to the local departments or agencies
14 charged with enforcement of consumer laws. The processing of complaints involving statutes or
15 regulations administered by state agencies shall be coordinated, where applicable, with the Department
16 of Agriculture and Consumer Services;

17 2. To attempt to resolve complaints received pursuant to subdivision 1 hereof by means of voluntary
18 mediation or arbitration which may involve the creation of written agreements to resolve individual
19 complaints between complainants and respondents to complaints;

20 3. To develop programs of community consumer education and information; and

21 4. To maintain records of consumer complaints and their eventual disposition, provided that records
22 disclosing that business interests of any person, trade secrets, or the names of customers shall be held
23 confidential except to the extent that disclosures of such matters may be necessary for the enforcement
24 of laws. A copy of all periodic reports compiled by any local office of consumer affairs shall be filed
25 with the Department of Agriculture and Consumer Services.

ENROLLED

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