

CHAPTER FIVE

CONCLUSION AND RECOMENDATION

A. Conclusion

1. The main role of ACCP is to build an effective consumer protection regime in the era of AEC. To realizing this aim, ACCP is coordinating with ASEAN Member State to strengthening the quality of consumer protection regulation and ACCP also give consultative meeting in the field of consumer protection dispute resolution. The alternative dispute resolution that made by ACCP are internal and external model. This alternative dispute resolution also part of main purpose of ACCP to improve the quality of consumer protection regime in the era of ACCP.

2. ACCP as an consumer protection institution under ASEAN Economic Community has an obligation to ensuring consumer complaints rights. Since its establishment of ACCP in 2007, the focus has been to ensure that consumer protection legislation is in place in all AMS. The nine AMS already have consumer protection laws, and ACCP still push Cambodia to make consumer protection law exist in the near future. If consumer has a claim or complain yet don't know how to do they may give a report through ACCP, ACCP who had given the complaint communicate it to the related country in result if the related country reject or refuse to solve the issue, ACCP would act based on ASEAN Economic Blueprint Article 82

section vii in which there is explanation if any set of problem will allow both a consensus and flexibility approach in the decision making process.

B. Recommendation

Based on the discussion above, there are some ways that the author suggest in this issue. Namely:

1. ACCP should make a clear direction how consumer failing complaints under ASEAN Economic Community for an effective consumer protection activities.
2. ACCP should give protection in the entire elements of economic activities, not only the 6 main issues (product safety and labelling, phone internet service and e-commerce, consumer credit and banking, environment, healthcare services and profesional services) but also others issues on economic problems in South East Asia.