

**ARLINGTON COUNTY CODE**

**Chapter 50**

**CONSUMER PROTECTION**

**§ 50-1. General Policy.**

**§ 50-2. Powers of the Office of Consumer Protection.**

**§ 50-3. Referral of Complaints.**

**§ 50-1. General Policy.**

There is hereby created the Office of Consumer Affairs of Arlington County. The staffing and organizational structure of such Office shall be as determined by the County Manager.  
(10-26-74)

**§ 50-2. Powers of the Office of Consumer Protection.**

The Office shall have such powers as may be necessary to perform the following duties.

A. To serve as a central coordinating agency and clearing house for receiving and investigating complaints of illegal, fraudulent, deceptive or dangerous practices, and referring such complaints to the local departments or agencies charged with enforcement of consumer laws. The processing of complaints involving statutes or regulations administered by state agencies shall be coordinated, where applicable, with the State Office of Consumer Affairs;

B. To attempt to resolve complaints received pursuant to subsection A hereof by means of voluntary mediation or arbitration;

C. To develop programs of community consumer education and information;

D. To maintain records of consumer complaints and their eventual disposition provided that records disclosing the business interests of any person, trade secrets, or the names of customers shall be held confidential except to the extent that disclosures of such matters may be necessary for the enforcement of laws. A copy of all periodic reports compiled by the Office shall be filed with the State Office of Consumer Affairs;

E. To provide staff support for the Arlington County Consumer Protection Commission.  
(10-26-74)

**§ 50-3. Referral of Complaints.**

The Office may refer complaints which appear to violate any provision of Article 8, Chapter 6 of Title 18.2 of the Code of Virginia of 1950, as amended, of Chapter 2.1 of Title 59.1 of the Code of Virginia of 1950, as amended, to the Commonwealth's Attorney or to the County Attorney for investigation. If the official to whom a complaint is referred determines that a violation is, in fact, occurring, he shall bring an action pursuant to § 59.1-68.4 of the Code of Virginia to enjoin such violation. The Office will report any such action in summary form on a monthly basis to the Consumer Protection Commission.  
(10-26-74; Ord. No. 91-24, 6-22-91)