

Consumer Law Web Quest

Your job is to go on a quest researching information regarding the following terms:
(tell me what it is and how you think the term would be helpful for you to know more about)

State Agencies to Protect Consumers:

1. California State Attorney General
2. The Better Business Bureau
3. Small Claims Court

Federal agencies exist to protect consumers:

4. FTC (Federal Trade Commission)
5. Consumer Product Safety Commission
6. Food and Drug Administration (FDA)
7. Federal "Do-Not Call" registry

Sales Tactics: Give an example of each

8. Puffing (regarding consumer law)
9. Bait and Switch sales tactic
10. Door-To-Door Sales

LETTERS TO THE ATTORNEY GENERAL EXERCISE

- Students will break into groups to play the role of Assistant Attorney Generals. You will receive complaint letters and decide:
 - a) whether the sales practice is fair/unfair and why
 - b) whether the sales practice is legal/illegal and why
 - c) what additional information they would like from the consumer
 - d) what advice they would like to give to the consumer

