

Consumer institutions providing free legal assistance

Municipal Consumer Ombudsman in Wrocław

for Wrocław citizens (meaning the persons who reside in the city of Wrocław and the city is the centre of their personal interests)

ul. G. Zapolskiej 4,
50-032 Wrocław

tel. +48 717 77 79 02, fax +48 717 77 86 62
brk@um.wroc.pl

Consumer Service Section
tel. +48 717 77 75 59

www.wroclaw.pl

Voivodeship Inspectorate of Trade Inspection in Wrocław

competent in matters relating to consumer protection in the areas of manufacturing, trade and services, carrying out inspections of businesses and products, reporting irregularities in the aforementioned areas

Ofiar Oświęcimskich 15 a
50-059 Wrocław

tel. +48 71 344 20 38

fax +48 71 344 26 02

e-mail: sekretariat@wiih.wroclaw.pl

<https://wiih.ibip.wroc.pl/public/>

European Consumer Centre

belonging to the European Consumer Centres Network (ECC-Net)

the aim of the ECC-Net is to provide information to consumers and resolve transnational disputes (i.e. with traders from the European Union and Iceland and Norway) in an out-of-court manner.

The Conference Centre at the Office of Competition and Consumer Protection

Centrum Konferencyjne Urzędu Ochrony Konkurencji i Konsumentów

Plac Powstańców Warszawy 1

00-950 Warsaw

tel.: +48 22 55 60 600

Consumer inquiries: ECCNET-PL@ec.europa.eu

<https://konsument.gov.pl/en/>

Consumer advice (on-call duty and personal visits): Monday - Friday: 10-14

District Consumer Ombudsman

for residents of Wrocław District

Kościuszki 131

50-440 Wrocław

tel. +48 71 722 18 89

fax +48 71 722 17 06

e-mail: prk-wroclaw@powiatwroclawski.pl

Regional Consumer Centre

any consumer issues may also be referred here (for instance, a rejected complaint regarding a product or service or difficulties in understanding a complex agreement)

Kościuszki 35 a (2nd floor, back office)
50-090 Wrocław
tel. +48 22 299 60 90
www.dlakonsumenta.pl

Office of Electronic Communications - Regional Branch in Wrocław

competent for all matters related to the provision of telecommunication services (telephone, Internet, television) as well as postal services

Marszałka J. Piłsudskiego 15-17
50-044 Wrocław
tel. +48 71 348 86 50
fax +48 71 348 86 76
e-mail: wroclaw@uke.gov.pl
<https://www.uke.gov.pl/en/>

Energy Regulatory Office - South-Western Regional Branch in Wrocław

Operating area: Dolnośląskie Voivodeship, Opolskie Voivodeship

competent in disputes between consumers and energy companies (suppliers of fuel gasses and energy)

Marszałka J. Piłsudskiego 49-57
50-032 Wrocław
tel. +48 71 780 38 29, 71 780 38 28, 71 780 38 20
fax +48 71 780 38 05
e-mail: wroclaw@ure.gov.pl
<https://www.ure.gov.pl/en>

Commissioner for Human Rights - District Commissioner Office in Wrocław

*examines cases from the Dolnośląskie, Lubuskie and Opolskie Voivodeships.
competent for matters relating to respect for human and civil rights and freedoms*

Wierzbowa 5
50-056 Wrocław
tel. +48 71 34 69 100
Admissions:
Monday, Tuesday, Thursday 9.00 - 15.00
Wednesday 10.00 - 17.00
<https://www.rpo.gov.pl/en>