



# European ODR platform

Les Midis du Consommateur européen :  
La plateforme européenne pour la résolution des litiges de consommation,  
comment ça fonctionne?

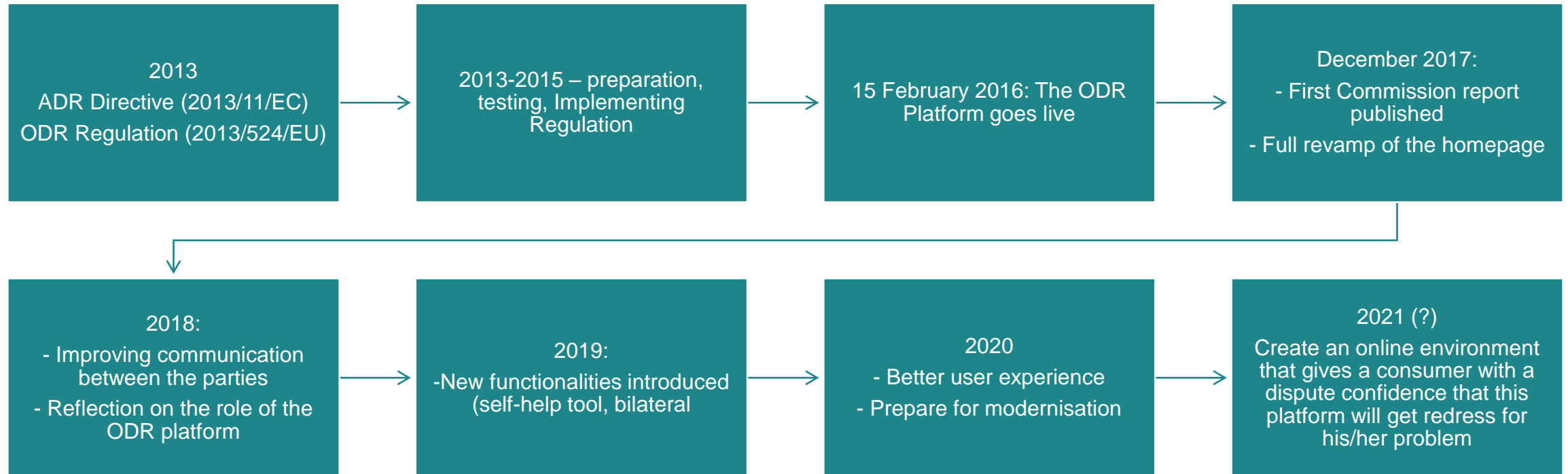
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DG JUSTICE AND CONSUMERS

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# The timeline so far



# The ODR platform: what it is

- <https://ec.europa.eu/consumers/odr>
- Online traders and marketplaces have to provide an easily accessible link to it
- A multilingual interface connecting consumers and traders to quality ADR;
- 4,5 years of operations (deployed 15 February 2016);
- National contact points to support users
- 31 participating countries (EU, Iceland, Norway, Liechtenstein, UK until the end of transition period)
- 465 ADR entities already published, practically full territorial and sectoral coverage

# The ODR platform: what it does

- Enables consumers and traders to agree on an ADR body to resolve their dispute entirely online;
- Complaint form: organise your thoughts, encode your disputes, add your evidence, keep track securely.
- Helps you to communicate cross-border (25 languages, machine and human translation)
- National contact points to advise consumers, traders and the ADR bodies

# The ODR platform – what has it done so far?

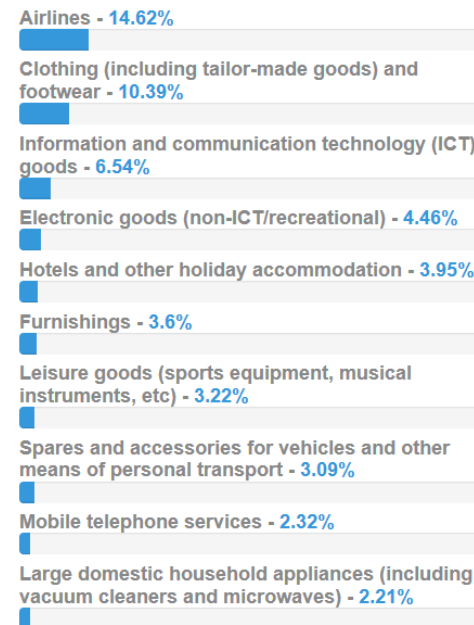
- Over 142 thousand complaints;
- 12 millions visits so far;
- Self-help tool also widely used

## COVID-19

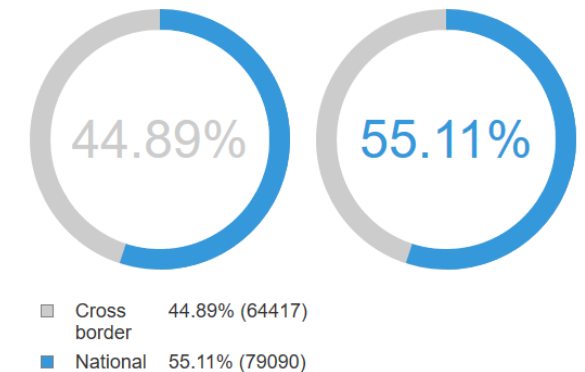
- 50-70 thousand visitors every week;
- Sharp increase in complaints and direct talk requests
- Visitors are looking for solutions to their dispute

## Basic statistics (percentage of all cases)

Top 10 most complained about sectors



Percentage of national and cross-border complaints



# Assumptions and lessons learned

- Expected high volume of disputes transferred to the ADR bodies
- Conceived as mostly cross-border tool;
- Interoperability between the ODR platform and the national tools
- Trader engagement is a key success factor (and a key blocking factor)
- 2% of cases reach the ADR stage, but up to 40% are resolved bilaterally, triggered by the complaint on the ODR platform;
- Over 50% cases are national (but cross-border disputes are growing);
- The ADR landscape is very diverse (and so are their complaint-handling tools)



# Online Dispute Resolution

**COVID-19 – important information for consumers and traders**

- [Guidance](#) on the rights of passengers and travellers
- [FAQ](#) on cancellation of individually booked accommodations, car rentals and events
- [Advice](#) on avoiding rogue trading practices

**Find a solution to your consumer problem**

Tell us about your consumer problem to find suitable options for resolving it.

[Find a solution >](#) [More info >](#)



[Disclaimer >](#)

### For consumers

- Your rights when shopping
- Find the right tool to resolve your dispute
- Access your ODR dashboard
- [Learn more...](#)

### For traders

- Why this site?
- Register now to protect your online reputation
- Complain against a consumer
- [Learn more...](#)

### The European ODR platform

- How it works
- User guide
- Contact ODR advisor
- Alternative dispute resolution in Europe
- [Learn more...](#)

# Evolution and the future

- Go beyond the ADR gateway function;
- Modernisation: User experience is a priority
- Provide information tailored to your case;
- Policy insights;
- State-of-the-art

# Thank you



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