



Shopping without borders: European Online Dispute Resolution Platform

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Role of the European Commission



Role of the national authorities





JUST.E3: Consumer enforcement and redress



Cross-border cooperation of consumer protection authorities (CPC Network)

- **Legal basis** – Regulation (EC) 2006/2004 (CPC Regulation)
- New CPC Regulation applicable from January 2020, adapting enforcement to the digital environment
- **Scope** – B2C, cross-border infringements of EU consumer law
- **Common actions, mutual assistance, alerts on suspected infringements** – tackling issues affecting several MS, one-stop-shop approach
- **Common procedures and minimum powers** – consistent and coherent enforcement across the Single Market



JUST.E3: Consumer enforcement and redress



Helping consumers to get redress

- **Fast & convenient way** to solve issues and get advice
- **Online Dispute Resolution platform (e-commerce)**
 - Live since February 2016
 - 31 countries, 25 languages, more than 127.000 disputes
- **European Consumer Centres (ECCs) (cross-border disputes)**
 - 15 years of operation
 - 30 countries, over 120.000 queries per year

ODR platform: increasing consumer confidence in 25 languages

- *Informed users*
- *Communication between parties;*
- *Fair ADR outcome*

Where is...



- *1/3 of all cases are cross-border*
- *Only 27% users browse in English*





ODR platform: ex-ante professional translation

Info site: information on ADR/ODR, other redress tools and where to get help

- * translated when we publish new content;
- * link to multilingual external contents (Consumer rights on Your Europe)

ADR bodies: competency, procedure, contact details

- * 440 bodies in 30 countries already connected to the platform


Complaint form: way to structure your thoughts;

Dashboards and notifications: the platform talks to you in your language throughout the process

ODR platform: Automated Translation

1 2 3
Trader details Describe your complaint Personal information

Which good or service did the person you represent buy? *
Select a type of good or service ▼

When was the purchase made? *
Day ▼ Month ▼ Year ▼ 

What was the price? *
Price EUR - Euro ▼

What is the reference number of the order?
Order reference number on the invoice or contract (optional)

What is the type of the complaint? *
Please select a type of complaint ▼

Please describe the complaint in detail *

What is the person you represent asking for? *

Do you want to attach documents to your complaint? (optional) ▼

Was the trader already contacted about the complaint? * ☐ Yes ☐ No

Was there an attempt to reach an out-of-court settlement or was the other party taken to court over the complaint? * ☐ Yes ☐ No

Does the trader want to use a specific dispute resolution body? * ☐ Yes ☐ No

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- You fill the complaint form in your own language;
- The trader will be able to read the original and use AT to understand it
- The trader may respond in any language – you will be able to use AT to understand it



ODR platform: a la carte service and localised support

- **ADR outcomes:** you have the right to get a professional translation;
- **National contact points act as the first level of support;**
- **Network** of the national contact points?
- **Technical and substantial assistance** (rules on ADR, other means to resolve the dispute)
- **Some deal with cross-border cases only**
- National contact points do not provide translation.

ODR platform: Does it work?

- Around 10% report using either AT or outcome translation
- Positive correlation in terms of ease-of-use and satisfaction rate;
- Consumers outside of the English speaking countries do not report lower satisfaction rates either





Thank you and talk to you soon!
(in your preferred language)

ec.europa.eu/consumers/odr