



Alternative Dispute Resolution & Online Dispute Resolution

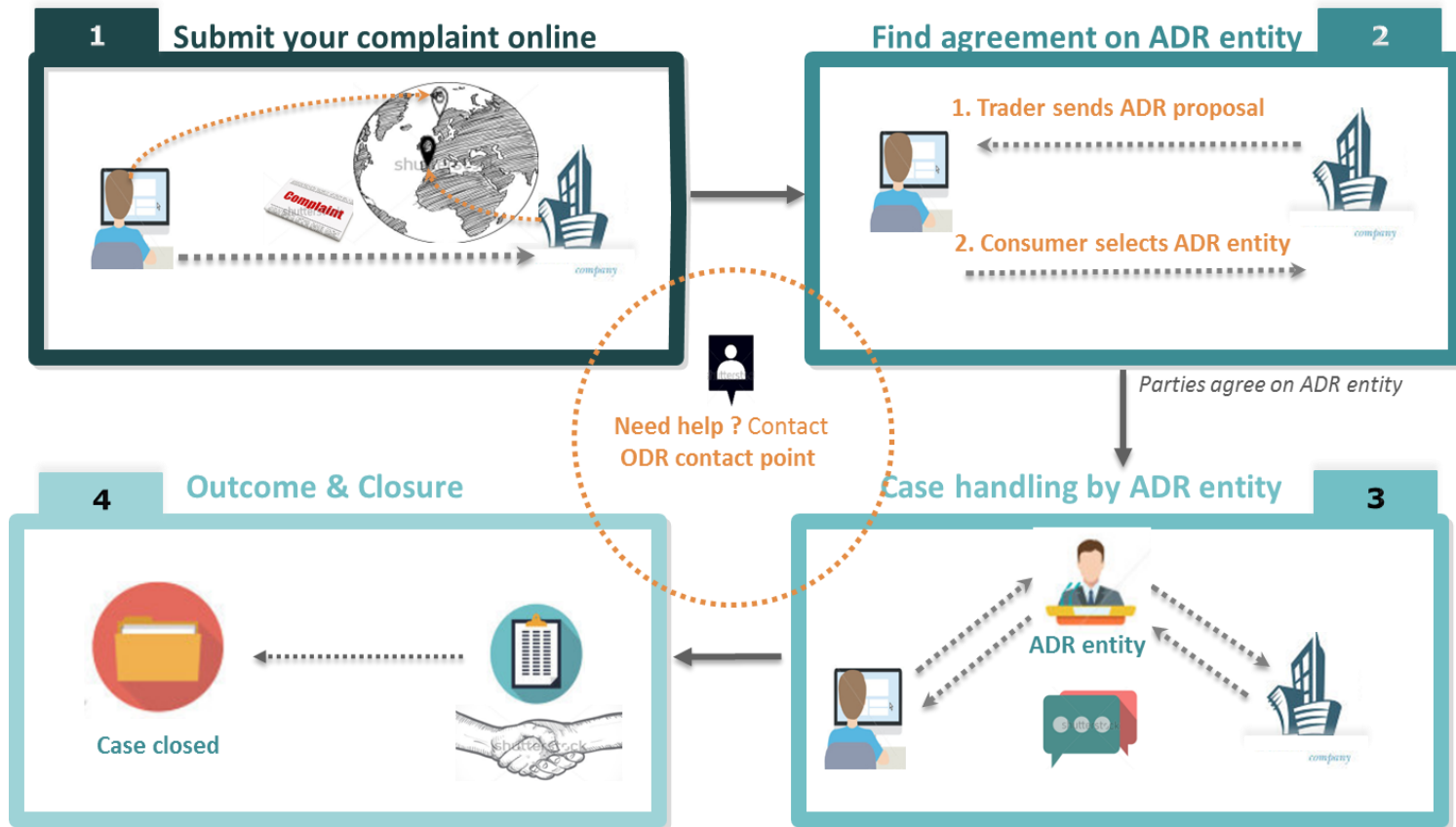
DG Justice and Consumers

Legal framework

- Directive on consumer ADR
 - Set up of ADR entities in all market sectors
 - Quality requirements for ADR entities (assessment by national competent authorities)

- Regulation on consumer ODR
 - EU-wide ODR platform for online disputes, linking the national ADR entities notified by Member States
 - Advisors providing assistance

How does the platform work





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Commission



Online dispute resolution

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ABOUT THIS SITE

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Register

About this site

If you've had a problem with something you've bought online, you can use this site to try to reach an out-of-court settlement. You can only use it if you live in the EU and the trader is based in the EU. In some countries, you can also use this site if you are a trader and you want to complain about a consumer over a good or service you sold online.



I am a **consumer**

I want to submit a complaint against a trader or review a complaint I've already made

I am a **trader**

I want to submit a complaint against a consumer or review a complaint I've already made



HOW DOES IT WORK?



DATA PROTECTION



DISPUTE RESOLUTION BODIES



NEED HELP?

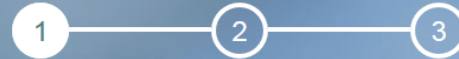
HOW DOES IT WORK?

Is your complaint about a good or service you bought online? If it is, you can complain using this site. You will need to choose a dispute resolution body to deal with the complaint. This is something you and the other party involved have to agree on.

Each dispute resolution body has its own rules and procedures. They're usually simpler, quicker and cheaper than going to court. [Dispute resolution bodies in the EU](#).

You can do everything online in **4 main steps** :

1. **Submitting** a complaint.
2. **Agreeing** on a dispute resolution body.
3. Complaint **handling** by the dispute resolution body.
4. **Outcome and closure** of complaint.



Give us some details about the trader

Please enter as much information as possible on the trader you bought the good or service from. We need this to match your complaint with the company you're complaining about.



Why do we need this information?

To narrow down the list of dispute resolution bodies to the ones best suited to dealing with your complaint.

Trader details

Describe your complaint

Personal information

You can search our records using the trader's name or website. If we have the trader's details, they will be filled out automatically in the form below.

If not, you can [give us the trader's details](#).

Find the trader in the list ?



What is the trader's name?

What is the trader's email address? ?

What is the trader's website?

Which country is the trader based in?



What is the trader's address?

Street

Postcode

City

GO TO NEXT STEP >

SAVE AS DRAFT



Give us some details about the purchase

Please provide as much detail as possible on the good or service you bought. Then we can narrow down the list of dispute resolution bodies to those best suited to dealing with your complaint.



Please don't include sensitive personal information.

Please don't put sensitive personal information in your complaint. You'll get the opportunity later on to explain everything in detail to the dispute resolution body. You can also attach documents to your complaint.

→ [More about responsible disclosure](#)

Trader details

Describe your complaint

Personal information

Which good or service did you buy?

When did you buy the good/service? Day Month Year

How much did you pay? Price EUR - Euro

What is the reference number of your order?

What is the type of the complaint?

Please describe your complaint in detail

What are you asking for?

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

Have you already contacted the trader about your complaint? Yes No

Have you already tried to reach an out-of-court settlement or taken the other party to court over your complaint? Yes No

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

GO TO NEXT STEP

SAVE AS DRAFT



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Tell us more about yourself

Please enter your personal contact details in the form. This will make it easier for the trader to identify you and for the dispute resolution body to contact you.

Trader details

Describe your complaint

Personal information

What is your name?

First name

First name

Family name

Family name

Where do you live?

Street

Street

Postcode

Postcode

City

City

Country

Select a country

In which language(s) do you want to receive messages from this site?

български (BG)
čeština (CS)
Dansk (DA)
Deutsch (DE)
... (ET)

What is your email address?

Email address

What is your phone number?

What is your phone number?

Is somebody representing you over the complaint?



Yes

No

SUBMIT YOUR COMPLAINT

SAVE AS DRAFT

What are the next steps?

You will now receive an email asking you to confirm the information you've submitted.



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A complaint has been made about you

Please check the details of the complaint. You'll find the main points below.

	Consumer's version of events
Complaint reference	2015/1278
Submitted on	18/11/2015
Submitted by	Henrik Magnussen
Country	Denmark
Type of good/service	Consumer Goods Information and communication technology (ICT) goods
Type of complaint	Not in conformity with order
Transaction amount	500 EUR - Euro
Purchase date	12/11/2015
Order reference number	123456
Contact made between consumer and trader ?	Yes
Have you already tried to reach an out-of-court settlement or taken the other party to court over your complaint?	Yes
Has the trader said they want to use a specific dispute resolution body?	No
Description	I received a product that does not correspond with the colour I wanted. Read all
Solution proposed	I want reimbursement of my money. Read all

Thank you for taking the time to read through this complaint .

> You agree to suggest a dispute resolution body

At this stage, all you are doing is proposing a dispute resolution body – it doesn't mean you agree with the complaint. You'll be able to say what you think about the complaint during the process itself.

> You do not suggest a dispute resolution body

This means you are rejecting the possibility of out-of-court settlement over the complaint. The person who made the complaint will be informed of this. The complaint will be automatically closed and you won't be able to access it anymore.

I suggest a dispute resolution body

I do not suggest a dispute resolution body

Select representative(s) 0



1 Complaint details

Please read the information the consumer has provided. You can provide your own version of events by completing some or all of the fields below.

	Consumer's version of events	Trader's version of events
Complaint reference	2015/1278	
Submitted on	18/11/2015	
Submitted by	Henrik Magnussen	
Country	Denmark	
Type of good/service	Consumer Goods Information and communication technology (ICT) goods	Select a type of good or service <input type="text"/>
Type of complaint	Not in conformity with order	Please select a type of complaint <input type="text"/>
Transaction amount	500 EUR - Euro	<input type="text"/> EUR - Euro <input type="text"/>
Purchase date	12/11/2015	Day <input type="text"/> Month <input type="text"/> Year <input type="text"/>
Order reference number	123456	Order reference number on the invoice or contract (optional) <input type="text"/>
Contact made between consumer and trader?	Yes	I was contacted by the consumer <input type="radio"/> Yes <input type="radio"/> No
Dispute already submitted to an out of court entity or a court?	Yes	
Has the trader said they want to use a specific dispute resolution body?	No	When I made the sale, I gave the consumer the name of a specific out-of-court body that should be used in the event of a complaint. <input type="radio"/> Yes <input type="radio"/> No
Description	I received a product that does not correspond with the colour I wanted. Read all	Your description <input type="text"/>
Solution proposed	I want reimbursement of my money. Read all	

2 Suggest a dispute resolution body

Please select one or more dispute resolution bodies that you want to suggest to the consumer. x

	Dispute resolution body's name	Country	More information
<input checked="" type="checkbox"/>	ADR Entity	Belgium	More information
<input type="checkbox"/>	ADR entity SANCO	Norway	More information
<input type="checkbox"/>	DANISH CONCILIATION AUTHORITY	Denmark	More information

[Search dispute resolution body](#)

I'm required to use these dispute resolution bodies

FAQ for this step

- Who decides which dispute resolution body will handle my complaint?
- What happens if I accept the suggested resolution body?
- Do I have to use the resolution body the trader suggests?
- I want to find out more about the resolution body the trader has suggested.
- The resolution body does not speak my language. What can I do?

Save and continue later

Suggest a dispute resolution body



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 **K. STJEPANOVIC**
ADR Entry

[EN](#) [FR](#) [NL](#) [DE](#) [IT](#) [ES](#) [PT](#) [HU](#) [PL](#) [CZ](#) [SK](#) [SI](#) [EL](#) [BG](#) [RO](#) [LT](#) [LV](#) [UK](#) [IE](#) [CY](#) [MT](#)

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- Discussions >
- Meeting and tasks >
- Outcome and closure >

- Statistics
- 0 Cases under evaluation
- 0 Upcoming tasks
- 0 Upcoming meetings

(V 1.0.3) - Privacy statement

Case #2015/1278 has been accepted. Click on "What can I do?" to see the actions available.

Complaint details

Type of good or service Consumer Goods Information and communication technology (ICT) goods	Date of purchase (yyyy-mm-dd) 2015-11-12	Price of the good or service 500 EUR - Euro Product information 123456
---	---	--

Type of complaint
Not in conformity with order

Complainant's version of events

[\(Translate\)](#)
I received a product that does not correspond with the colour I wanted.

What you are asking for

[\(Translate\)](#)
I want reimbursement of my money.

The trader has been contacted directly
The dispute has been considered by a dispute resolution body or a court.
The trader didn't indicate a specific dispute resolution body to use.

Complainant details

Magnussen Henrik
(English)

- 12345678
- kruno.stjepanovic@ext.ec.europa.eu
- Andersen Street
1030, Copenhagen
Denmark

Complaint details

Type of good or service	Date of purchase (yyyy-mm-dd)	Price of the good or service -1 EUR - Euro
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Type of complaint
Not in conformity with order

Respondent's version of events

[\(Translate\)](#)

The trader has been contacted directly
The dispute has been considered by a dispute resolution body or a court.
The trader didn't indicate a specific dispute resolution body to use.

Respondent details

ACME

- http://www.acme.be
- sanco-odr-test@ec.europa.eu
- Bagel street
4554, Brussels
Norway

Notes [?](#) [+](#) Documents [Contacts](#) [History](#) [?](#) [🔗](#)



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 **K. STJEPANOVIC**
NATIONAL CONTACT POINT
DENMARK

[EN](#) [FR](#) [ES](#)

Main navigation

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Useful links

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Advisor Dashboard

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Action required - 2 All discussions - 2 (Followed by me - 0)

Advanced search



A Follower is somebody within the national contact point who follows a specific discussion. You can become a follower of a discussion by sending a message to the correspondent or by clicking on the follower icon in the discussion page.

Action required

Followed by me(0) Not followed by me(2) All(2)

10 records per page

Search...

	Case reference	Discussion with	Parties involved	Type of good or service	Date of last message	List of followers
	2015/1278	Trader	Henrik Magnussen ↔ ACME	Consumer Goods Information and com...	2015-11-18 16:05:19 (1)	-
	2015/1273	Trader	John Smith ↔ ACME	General Consumer Services Construction of new h...	2015-11-18 14:27:10	-

Showing 1 to 2 of 2 entries

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Action taken - Waiting for a reaction

Followed by me(0) Not followed by me(0) All(0)

10 records per page

Search...

Case reference	Discussion with	Parties involved	Type of good or service	Date of last message	List of followers
No data available in table					

Showing 0 to 0 of 0 entries

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More information

- http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/adr-odr/index_en.htm