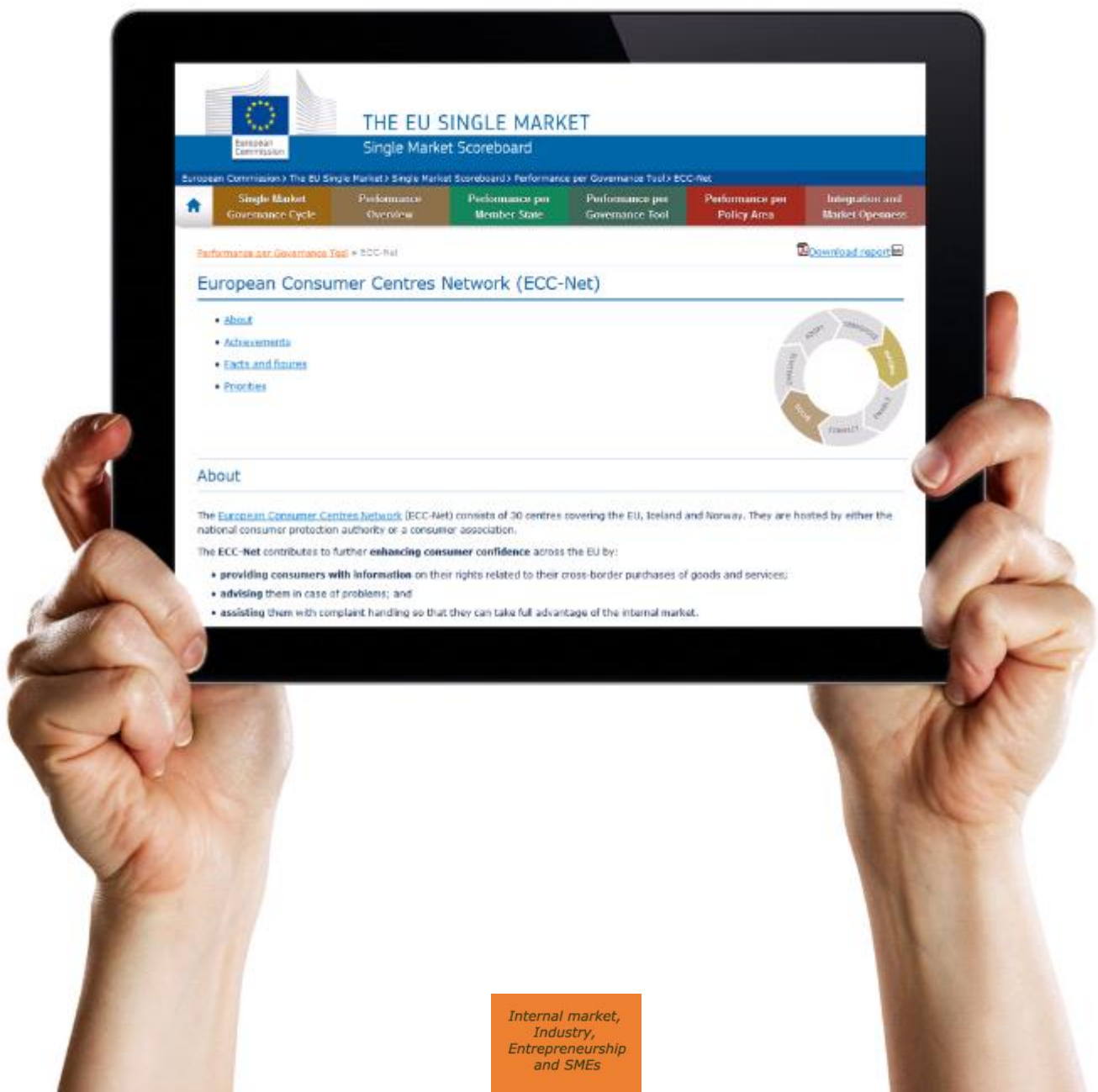


# Single Market Scoreboard

*Performance per governance tool*

## European Consumer Centre Network

*(Reporting period: 01/2015 - 12/2015)*



## About

The European Consumer Centres Network (ECC-Net) comprises 30 centres covering the EU, Iceland and Norway. They are hosted by either the national consumer protection authority or a consumer association.

The **ECC-Net** helps **boost consumer confidence** across the EU by:

- **providing consumers with information** on their rights as regards buying goods and services in another EU country;
- **advising** them in case of problems; and
- **assisting** them through complaint handling, so they can take full advantage of the single market.

## Achievements

2015 marks the 10th anniversary of the decision by the European Commission and national governments, to set up the network of **European Consumer Centres**.

Over the last 10 years:

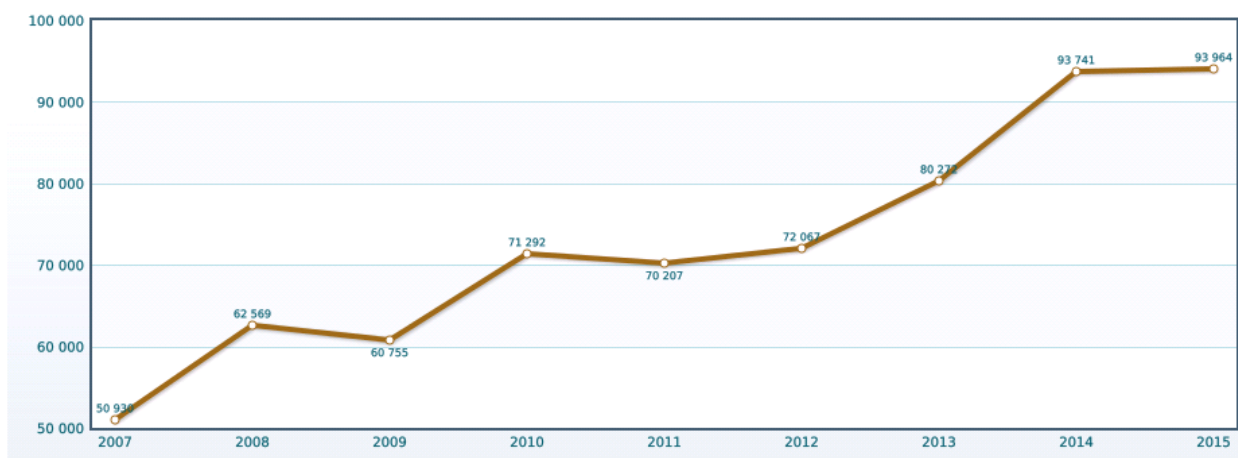
- Over 650 000 consumers have benefited from direct assistance.
- Consumers and traders have received topical information on a need basis (travel app, websites, online tips).
- Early warnings have been provided on emerging market trends (e.g. report on geographical discrimination).
- The network has supported enforcement authorities by providing evidence.
- Data has been provided as an input into EU policies (Digital Single Market, Single Market Strategy, review of small claims procedure, Passenger Rights Regulation and Timeshare Directive)

In 2015, the European Consumer Centres Network drew up a series of reports on issues of practical concern to consumers, such as:

- timeshares, including the Top 10 Tips for consumers
- air passengers rights
- buying a car in one EU country and registering it in another one

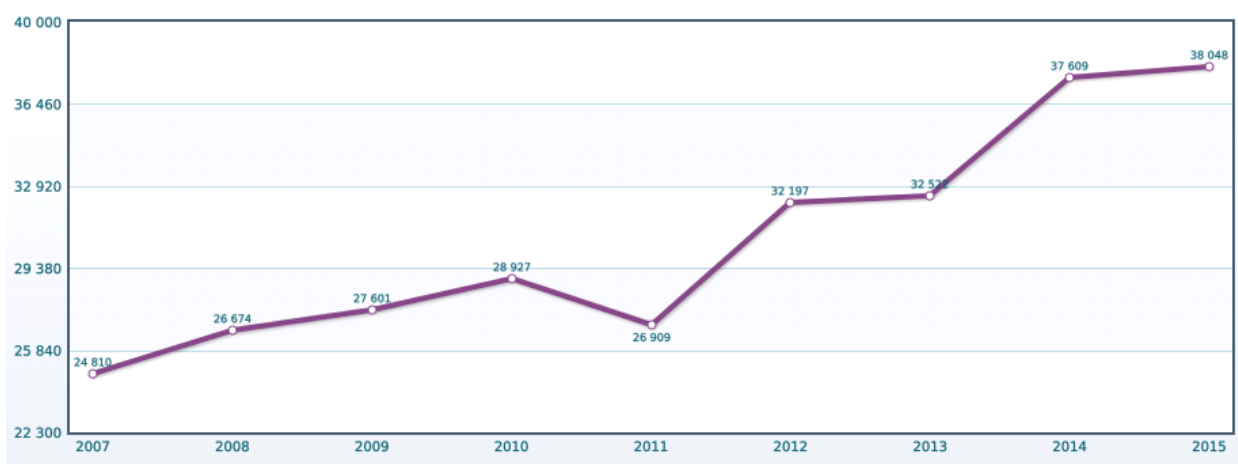
## Facts and Figures

**Number of contacts**



In 2015, the network had over **93 964** contacts from consumers.

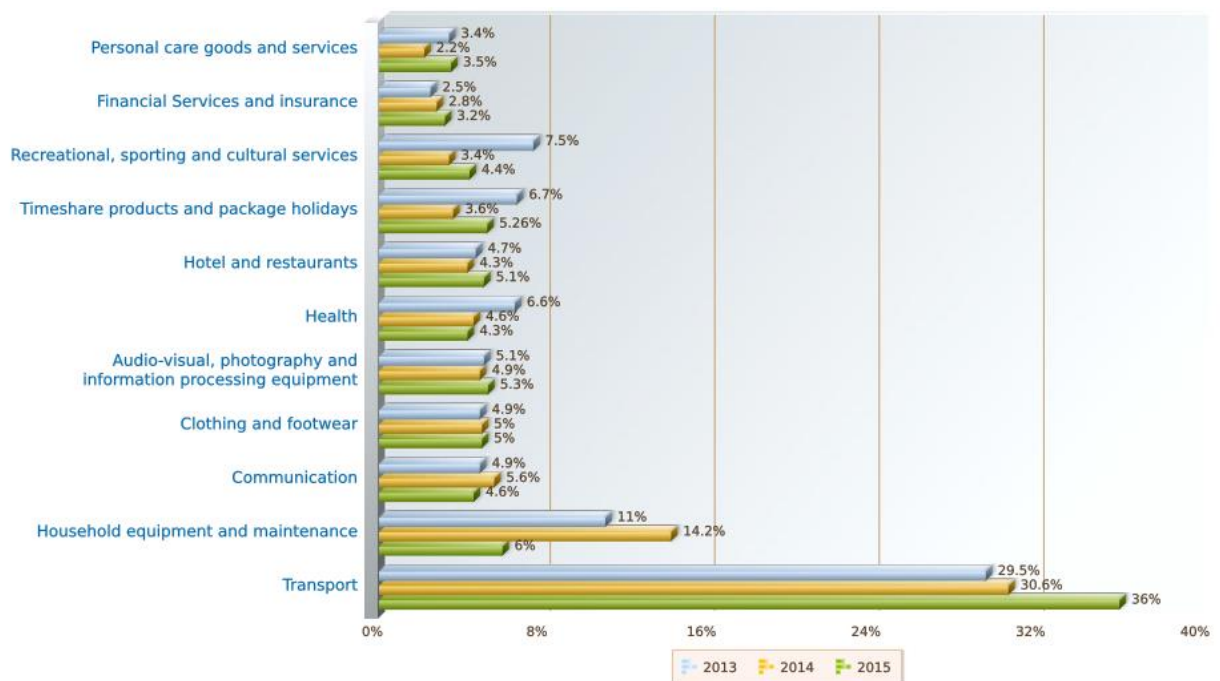
**Number of complaints**



ECCs received over **38 048** complaints:

- 68% of all complaints concerned an **online purchase**.
- 36% concerned **transport** (*see chart below*); 22.2% of all complaints related to **air transport** and 5% to **car rental**.

### Products – Services concerned



### Resolution of complaints:

In 2015, the Network was able to help over half the complainants.

- **51%** of complex cases (where more than one centre had to be involved) **were resolved amicably**
- **16.35%** of the closed complex complaints were **transferred to other organisations** (of which 26% were alternative dispute resolution entities; 11.1% to enforcement bodies and 27.8% to courts).

No solution was found for the rest because:


- the trader did not agree with the proposed solution (most cases)
- the consumer did not agree
- the complaint was considered to be unfounded.

## Complex cases:

The table below shows a subset of those complex cases which were created and closed in 2015.

How were complaints closed?	Percentage 2015
amicable settlement with trader	51.2%
no solution found - of which:	32.4%
lack of agreement from trader	61.6%
lack of agreement from consumer	6.6%
complaint unfounded	22%
transfer case to other body - of which:	16.4%
alternative dispute resolution (ADR) entity	26%
court	27.8%
enforcement body	11.1%

## Feedback on complaint outcomes:

 Only partial information is available:

- In many cases, ECCs simply inform consumers about their rights, so they can contact the trader themselves. They rarely come back to the ECC with feedback, so we have to assume this is because they reached an agreement with the trader.
- In more complicated cases, where ECCs help consumers further by contacting the traders themselves, more information on the outcome is available.

## Priorities

- **Increase the visibility** of the network and its outcomes for consumers, business and enforcement authorities.
- Further develop the quality standards to ensure a **high standard of service to consumers**.