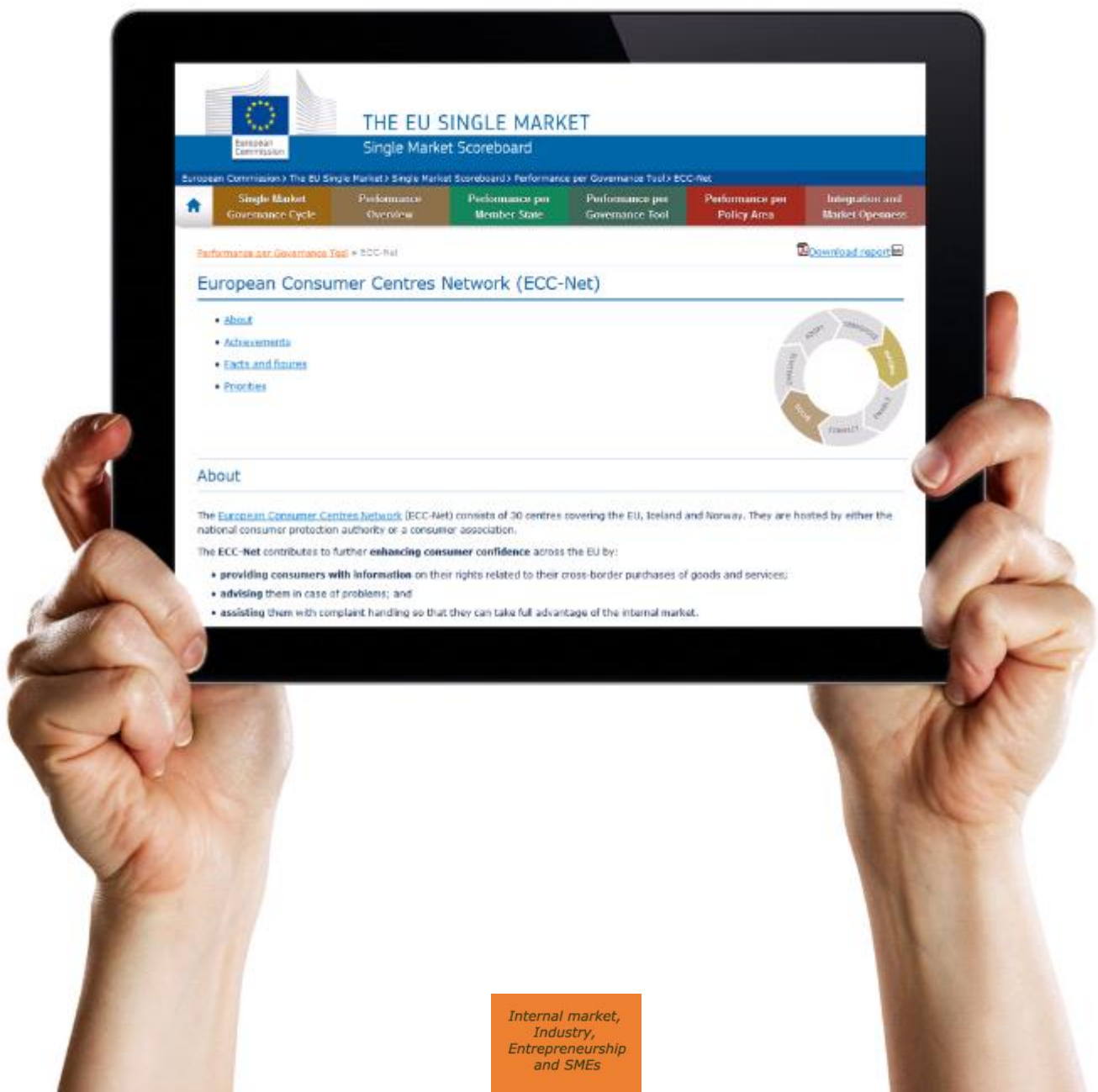


# Single Market Scoreboard

*Performance per governance tool*

## European Consumer Centre Network

*(Reporting period: 01/2016 - 12/2016)*



## 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

Over the last year:

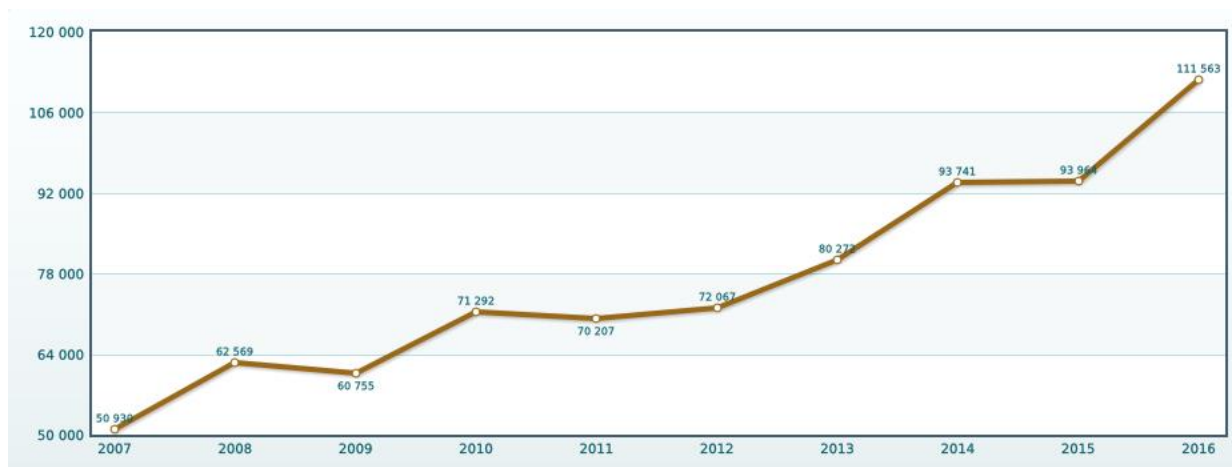
- Over 110 000 consumers have benefited from direct assistance (compared to 94 000 in 2015).
- Consumers and traders have received topical information on a need basis (travel app, websites, online tips).
- The network has supported enforcement authorities by providing evidence. For example, they documented the main problems consumers had in the car rental sector. This built up evidence that fed into the dialogue between the Consumer Protection Cooperation Network (CPC) and the 5 biggest car rental companies.
- More than 20 ECCs are the contact points for the newly established online dispute resolution platform to help EU consumers to solve online shopping problems

In 2016, the European Consumer Centres Network drew up a series of reports on issues of practical concern to consumers, such as:

- the impact of counterfeiting on online consumer rights in Europe
- online holiday booking: is the initial price the final price?
- [Do Invisible Borders Still Restrict Consumer Access to Services in the EU?](#)   
(Analysis of Article 20.2 of the Services Directive related consumer complaints reported to ECC-Net between 2013 and 2015)

## Facts and Figures

### Number of contacts



In 2016, the network had over **110 000** contacts from consumers.

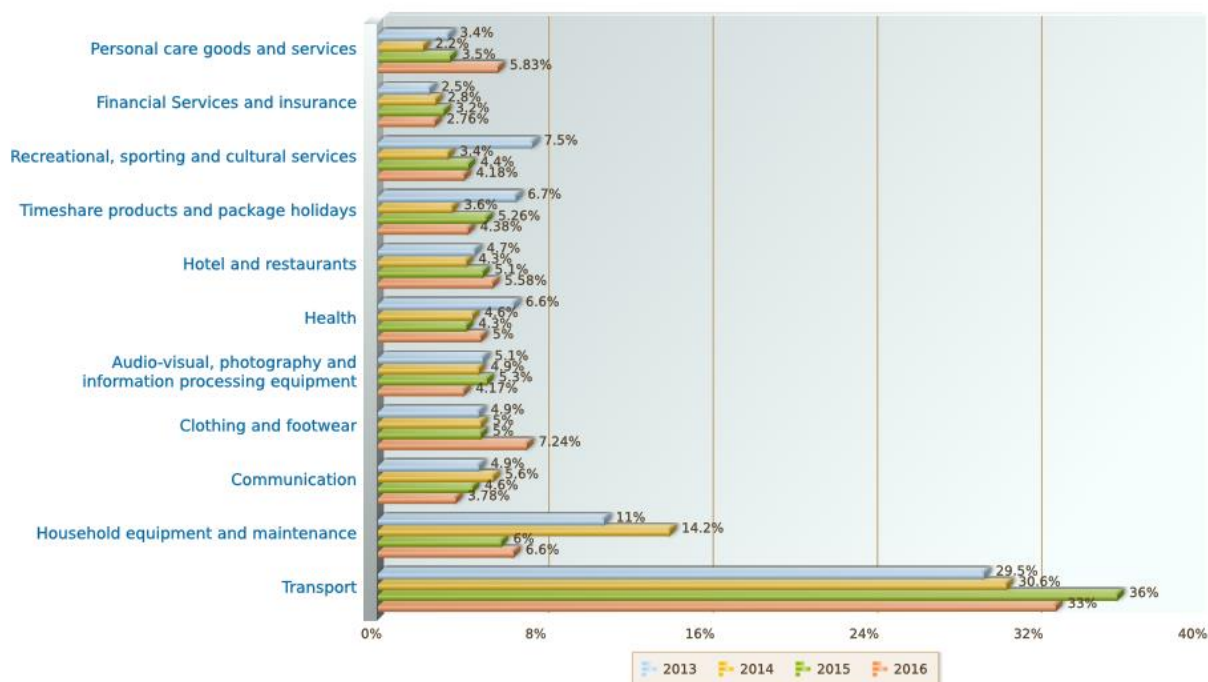
### Number of complaints



ECCs received over **45 016** complaints:

- 76.4% of all complaints concerned an **online purchase**.
- 33% concerned **transport** (*see chart below*); 20.5% of all complaints related to **air transport** and 4.5% to **car rental**.

### Products – Services concerned



### Resolution of complaints:

In 2016, the network was able to help over half the complainants.

- **51.3%** of complex cases (where more than one centre had to be involved) **were resolved amicably**
- **14.6%** of the closed complex complaints were **transferred to other organisations** (of which 29.5% were alternative dispute resolution entities; 11% to enforcement bodies and 28.7% 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 2016.

How were normal complaints closed?	Percentage 2016
Amicable settlement with trader	51.3%
No solution found - <i>of which:</i>	34%
lack of agreement from trader	63.8%
lack of agreement from consumer	7.2%
<i>complaint unfounded</i>	20.2%
case transferred to other organisations - <i>of which:</i>	14.6%
alternative dispute resolution (ADR) entity	29.5%
court	28.7%
enforcement body	11%

**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**.