



## **ODR EXPERT GROUP MEETING – 21 March 2014**

*Albert Borschette Meeting Centre (Room AB-1B)*

*36, Rue Froissart, 1040 Brussels*

**1. INTRODUCTION AND TOUR DE TABLE**

*(Philippe Loopuyt, & Olivier Micol, Heads of Unit SANCO/A4 & SANCO/B4)*

**2. OVERVIEW OF 2013 ACTIVITY AND NEXT STEPS**

*(Caroline Fabre/ Rebecca Vanhecke, SANCO/A4)*

**3. NEW DESIGN OF THE FRONT OFFICE**

*(Caroline Fabre/ Rebecca Vanhecke, SANCO/A4)*

**4. MACHINE TRANSLATION**

*(Markus Foti, DGT/R3 & Caroline Fabre/ Rebecca Vanhecke, SANCO/A4)*

**5. PROTOTYPE OF SCREENS FOR ODR CONTACT POINTS**

*(Eleni Tampaki, SANCO/B4 & Caroline Fabre/ Rebecca Vanhecke, SANCO/A4)*

**6. COMPLAINT FORM: SECTORS AND TYPES OF COMPLAINTS**

*(Eleni Tampaki, SANCO/B4)*

*\*For this item, experts may wish to have a look at this document before the meeting: [http://ec.europa.eu/consumers/strategy/docs/consumer-complaint-recommendation\\_en.pdf](http://ec.europa.eu/consumers/strategy/docs/consumer-complaint-recommendation_en.pdf)*

**7. FEEDBACK SYSTEM**

*(Eleni Tampaki, SANCO/ B4)*

**8. CONCLUSIONS**

*The lunch break will take place between 12h30 and 14h00.*

