

# Online Dispute Resolution

The European **Online Dispute Resolution** (ODR) platform is a service that allows EU consumers and traders to solve disputes for online purchases in a simple, fast and affordable way. This provides an alternative to having to turn to court, which is beneficial for consumers, traders and EU and EEA countries associated to the programme in general.

Alternative dispute resolution (ADR) bodies registered on the ODR platform are organisations offering out-of-court settlement procedures for consumer disputes. Online disputes registered on the platform are channelled through ADR bodies. Every ADR body connected to the Online Dispute Resolution service platform has been checked by the national competent authorities to ensure they meet the quality standards laid out by the European Commission.

The Core Service Platform is a web user interface available in 25 languages in line with the Commission standards on security and accessibility. A multilingual complaint form with integrated e-Translation allows encoding a consumer dispute (C2B in all EU/EEA, B2C in four Member States), uploading evidence, replying to it and referring it, by mutual agreement of the parties, to a competent alternative dispute resolution (ADR) body certified by a participating country. The ODR platform provides an optional case handling tool allowing the connected ADR bodies to handle the case on the platform, and to deliver an outcome to the parties. Finally, the ODR platform provides information on the consumer rights, the guidance on other available consumer dispute resolution tools and a catalogue of certified ADR bodies. Through Generic Services Projects, the ADR bodies may connect their own case handling tools to the platform via eDelivery. Two ADR bodies applied for funding under 2018 CEF call, the outcome is expected before the end of the programming period.

The DSI is based on EU legislation of 2013:

- Directive 2013/11/EU mandates the Member States to grant consumers access to quality Alternative Dispute Resolution;
- Regulation 524/2013 entrusts the Commission to develop, maintain and operate The European ODR Platform as a single point of entry for consumers seeking out-of-court resolution for the disputes stemming from e-commerce.

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## Highlights



### Generic Services Projects

**€0.03 million** in **3** Member States. **3** projects were awarded grants for implementing ODR, out of which 2 were terminated.

More info on the Generic Services:

[HaDEA](#)



### Visits

The ODR platform received more than **2,450,000** visitors in 2022.



### Satisfaction

Almost **78%** of consumers and traders using ODR rate the ease of use of the complaint for neutral, easy, or very easy to use.

## Indicators

The monitoring of both Core Service Platform and Generic Services projects presents the state of play by Q4 2022. The project implementing the Core Service platform is still ongoing.

## Uptake

**2,455,677**  
visitors in 2022 on the ODR website

**78%**

of consumers and traders find the ODR platform and complain form very easy, easy or neutral to use

**428**

Alternative Dispute Resolution (ADR) bodies connected to the ODR platform

**177,127**

complaints raised by consumers on the ODR platform since 2016

## Service Availability

**99.7%**

Average uptime of the Online Dispute Resolution platform

## Financial Monitoring

**€ 6,248,829**

CEF Core Service Platform funding

**€ 30,368**

CEF funding through Generic Services Projects

## Reuse of CEF Building Blocks by ODR

Online Dispute Resolution is reusing eDelivery, eID and eTranslation.

# Indicators



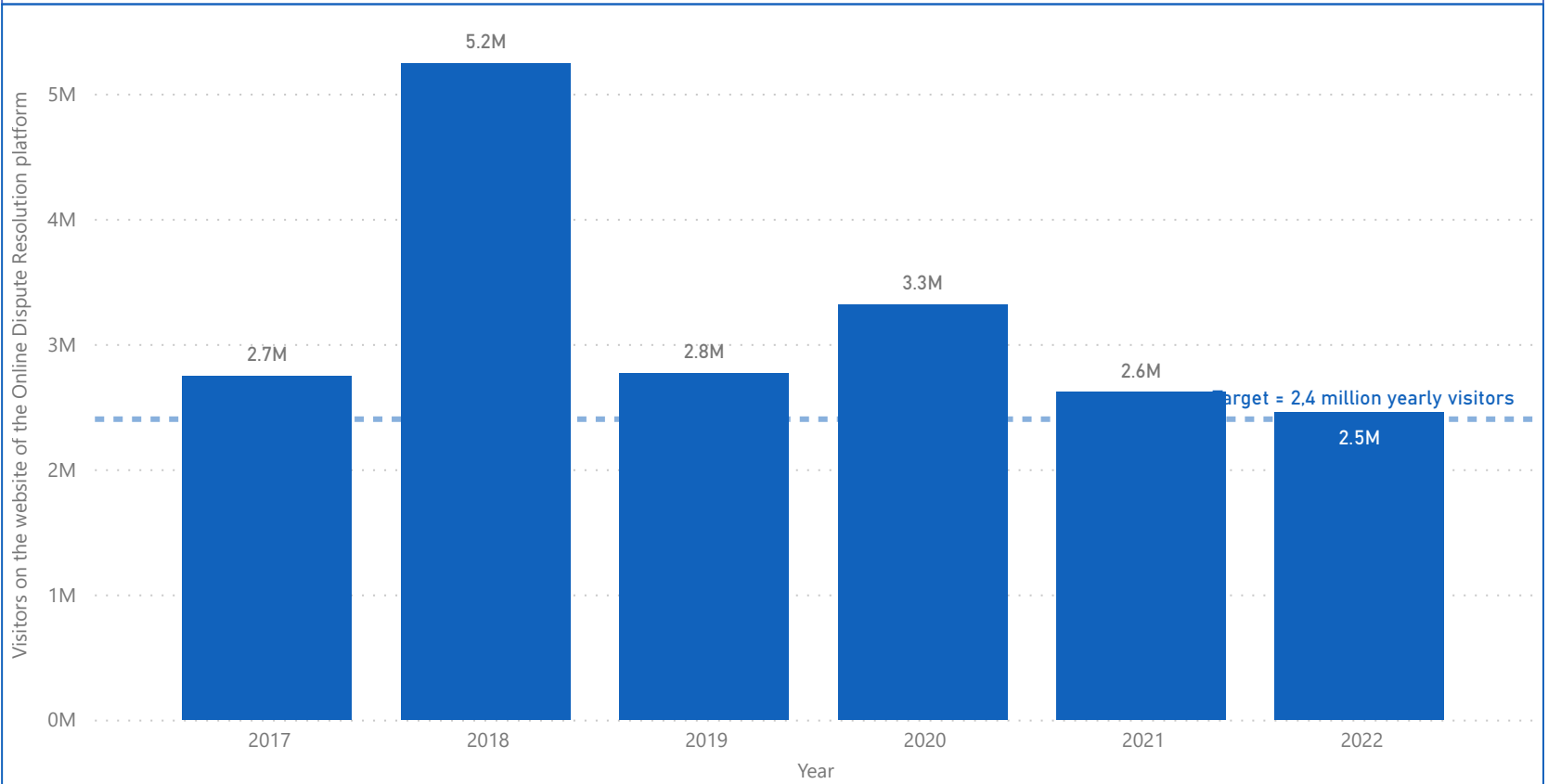
## Online Dispute Resolution > Uptake > Visitors on the website of the Online Dispute Resolution platform

This indicator measures the number of **visitors per year on the website of the [Online Dispute Resolution \(ODR\) platform](#)**. The reference period is February 2018 to February 2019 (3,192,854 visitors).

The indicator is measured and monitored on a yearly basis to account for seasonal fluctuations such as discount periods, holidays, strikes, etc.

### Target

The **number of visitors per year** on the website of the ODR platform exceeds 75% of the baseline (=2,394,641).





## Online Dispute Resolution > Uptake > Average satisfaction rate of consumers and traders

This indicator measures the **average satisfaction rate of consumers and traders** on the ease of use of ODR at the time of yearly data collection.

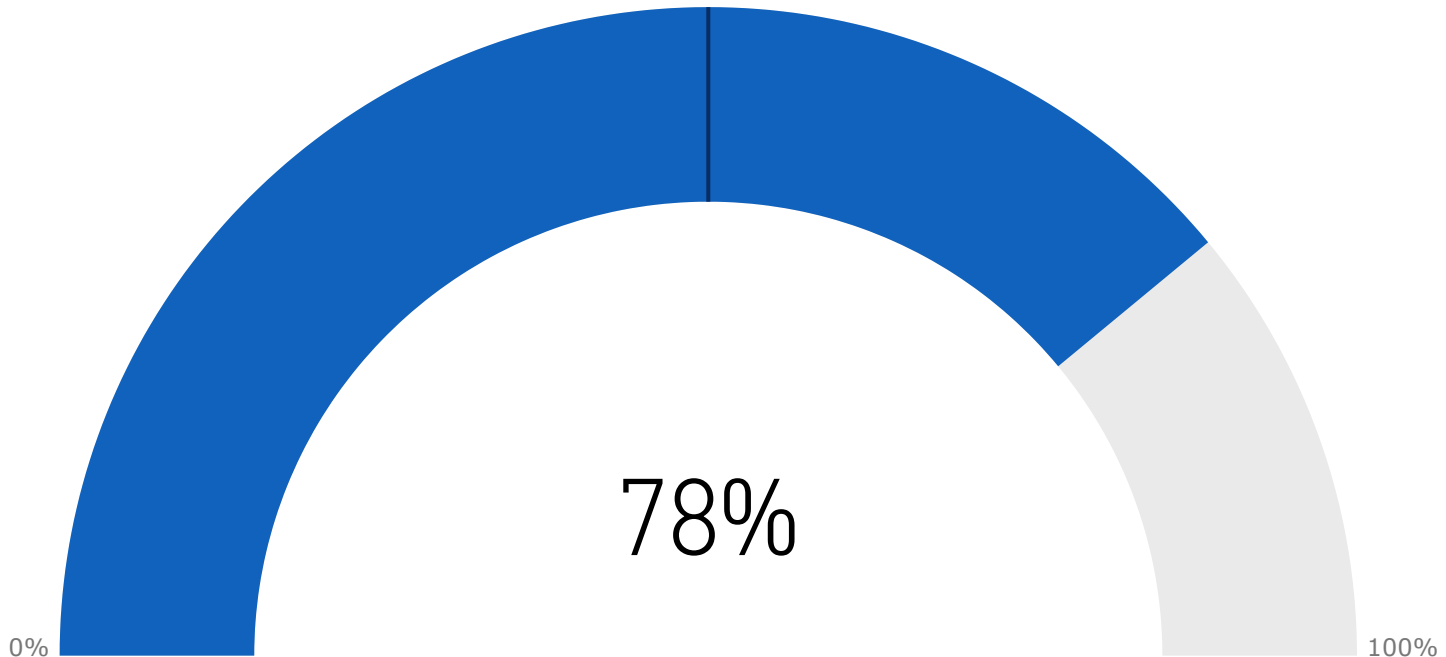
More precisely, the proportion of the consumers and traders who found the ODR platform and ODR complaint form *very easy to use*, *easy to use* or *neutral*, is measured towards the satisfaction rate. The percentage is measured as a weighted average of the number of (all) replies from consumers and traders.

### Target

A **minimum of 50%** of consumers and traders find the ODR platform and ODR complaint form **very easy to use, easy to use or neutral**.

Average satisfaction rate in the most recent period

**Target = > 50% satisfaction rate**



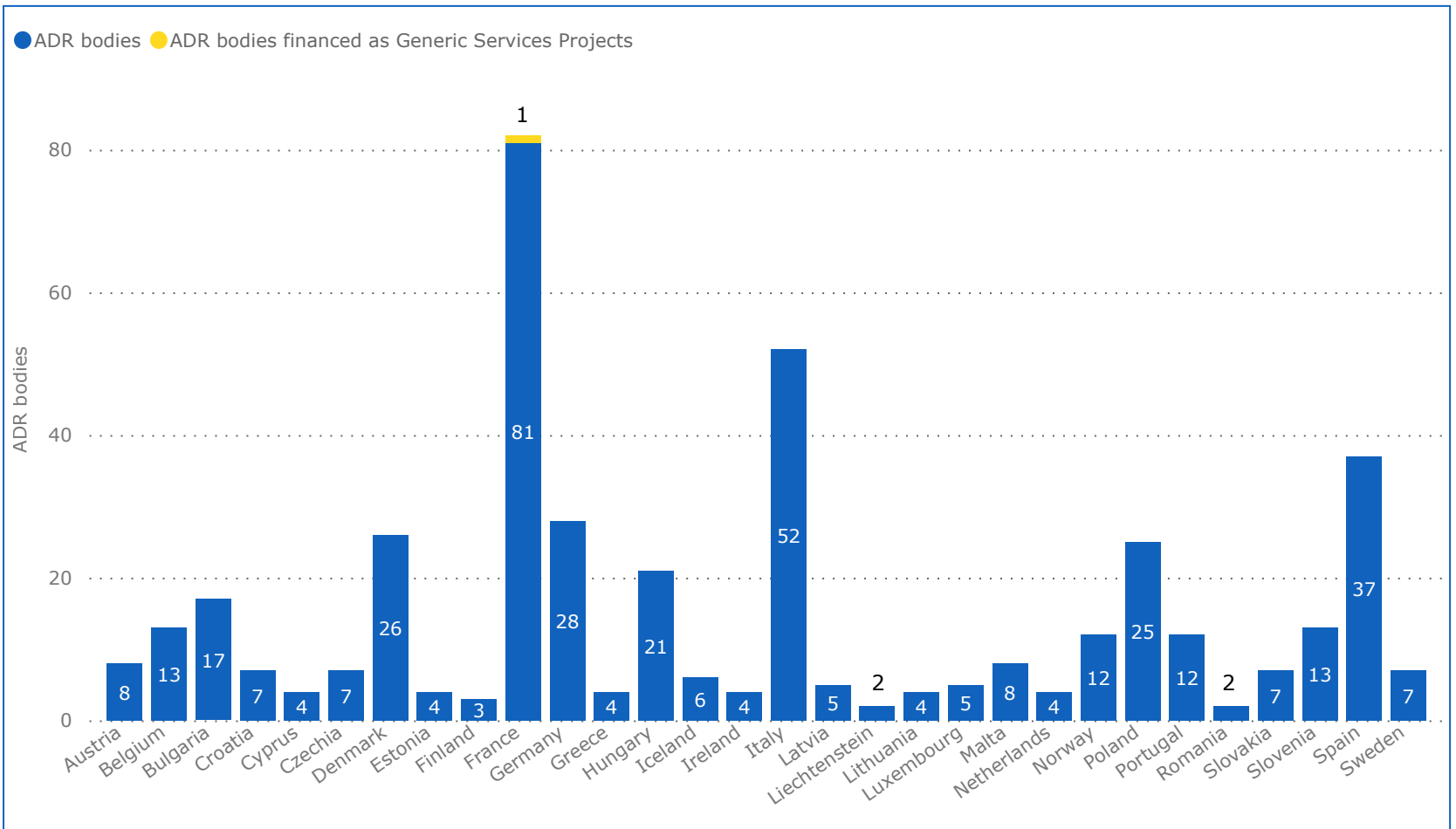


## Online Dispute Resolution > Uptake > Alternative Dispute Resolution bodies connected to the ODR platform

This indicator measures the number of **Alternative Dispute Resolution (ADR) bodies connected to the Online Dispute Resolution platform** in EU and EEA countries associated to the programme at the time of yearly data collection.

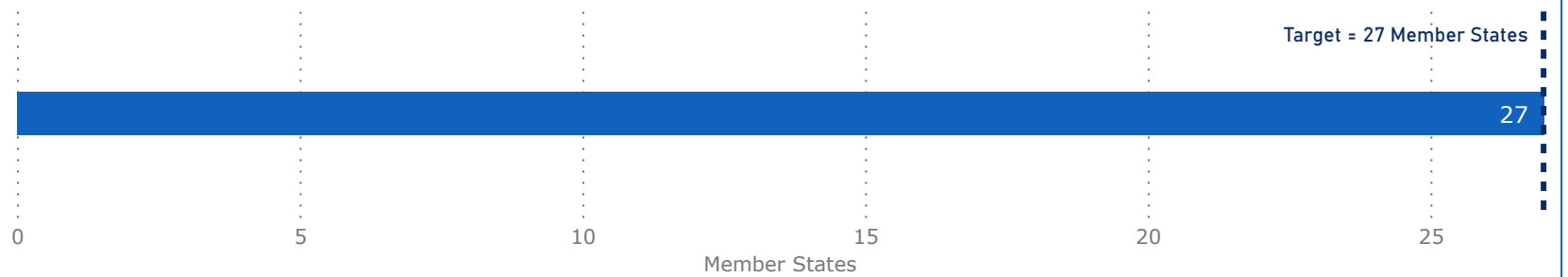
An ADR body aims to help consumers and traders resolve a dispute without having to resort to the courts.

An ADR body is considered connected to the ODR platform when a) the hosting MS approved it on the basis of pre-defined quality standards relating to fairness, efficiency and accessibility; b) the ADR body has at least one user connected to the platform.



### Target

At least one Alternative Dispute Resolution body per Member State (i.e. **all 27 Member States covered**) is connected, by the time all CEF-funded projects are implemented.



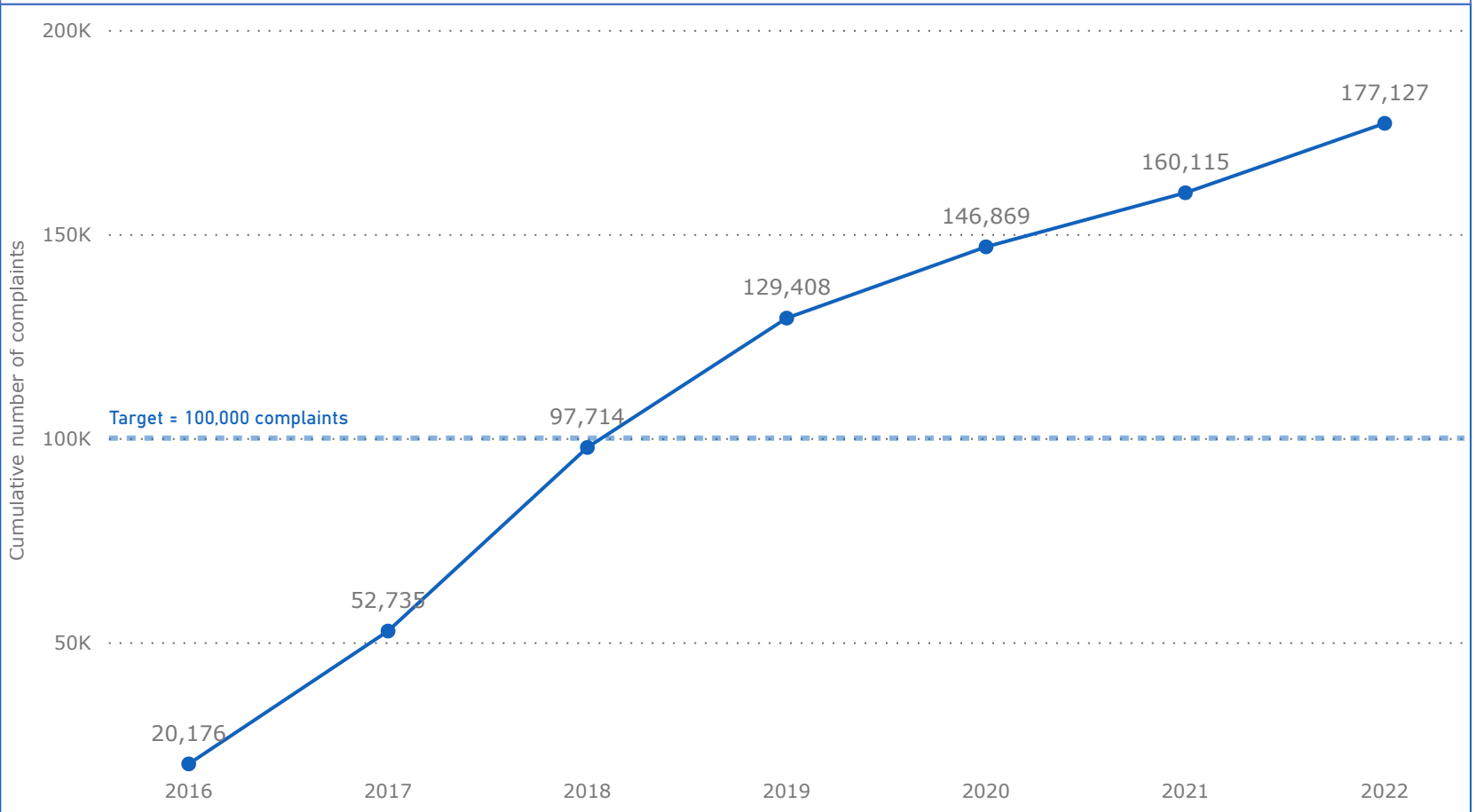


## Online Dispute Resolution > Uptake > Complaints raised by consumers

This indicator measures the number of **complaints raised by consumers** on the ODR platform, using the ODR complain form. The baseline for this number is the operational launch of the ODR service in Q2 2016 (6,211 complaints).

### Target

**100,000 complaints** raised by consumers, by the end of 2020.



# Online Dispute Resolution (ODR) Milestones

All the **ODR** milestones defined within the CEF Monitoring framework were successfully achieved.  
A detailed overview of the milestones can be found in the table below.

Milestone title	Start date	End date	% complete	Status
1. Exploratory study	01 January 2019	31 December 2020	100	Completed
2. ADR coverage	01 January 2019	31 December 2020	100	Completed