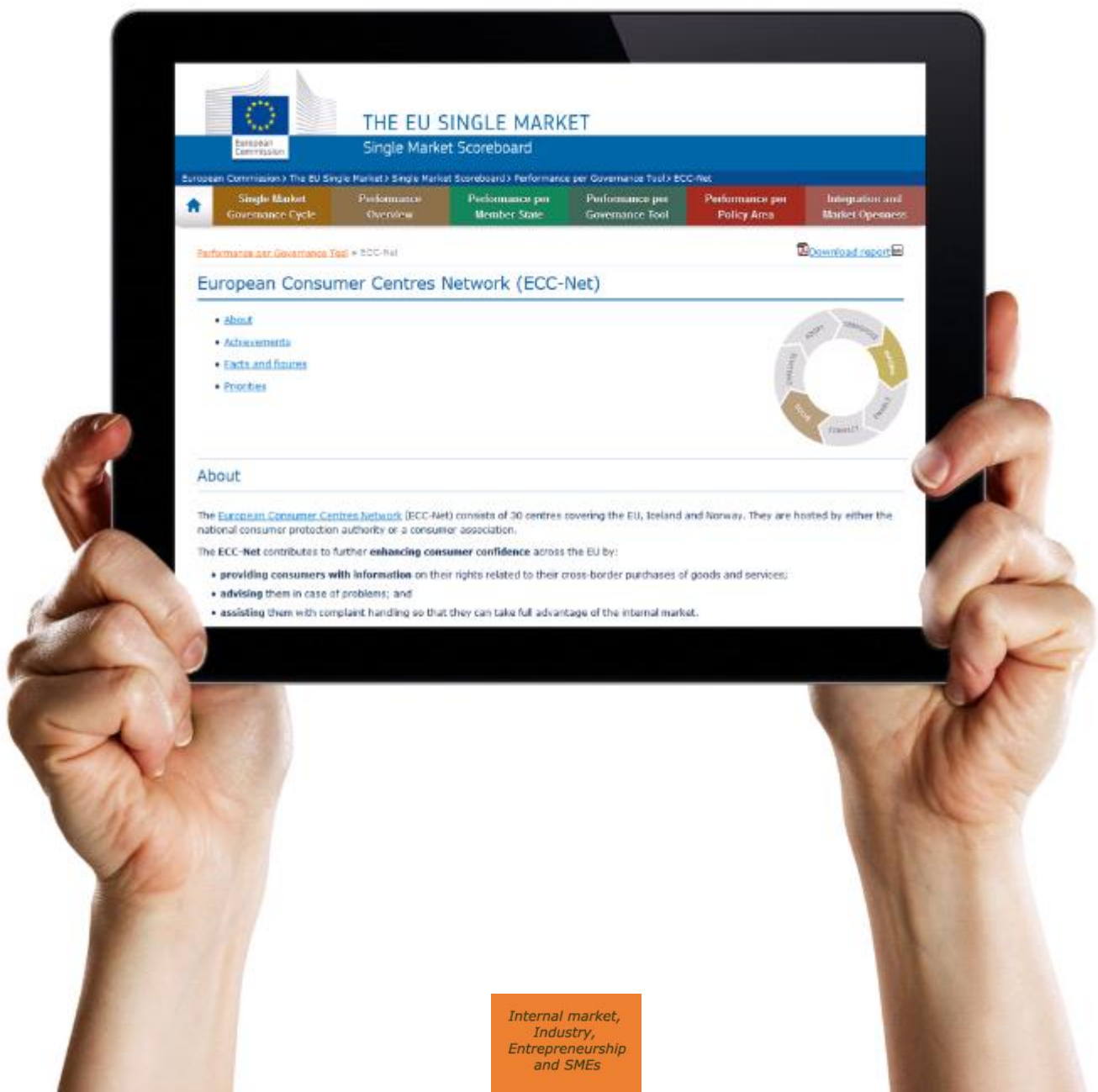


# Single Market Scoreboard

*Performance by governance tool*

## European Consumer Centres Network

*(Reporting period: 1/2017 - 12/2017)*



## 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:

- telling **consumers** about their **rights** as regards buying goods and services in another EU country
- **advising** them on any problems that arise
- **assisting** them through complaint handling, so they can take full advantage of the single market.

The ECC-Net also observes trends and issues arising in connection with cross-border transactions in the Single Market, and looking to the future, the Single Digital Market.

## Achievements

In 2017:

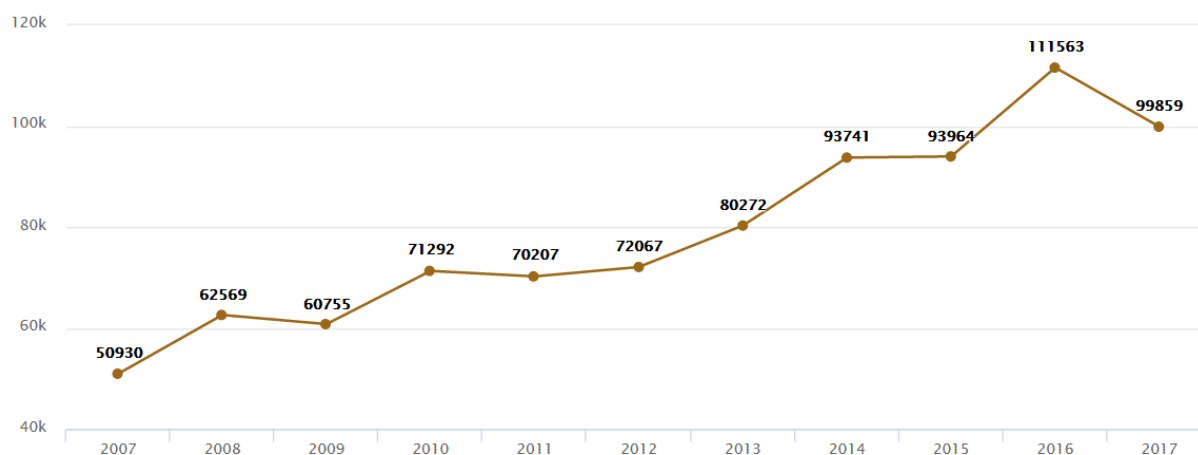
- Almost 100 000 consumers received direct assistance. Consumers were given bespoke information on a needs basis (travel app, websites, online tips).
- The network supported enforcement authorities by providing evidence about repeated cases.
- More than 20 European consumer centres (ECCs) serve as contact points for:
  1. the new **online dispute resolution platform** designed to help EU consumers solve online shopping problems
  2. the **Services Directive** (Article 21).

Recently, the European Consumer Centre Network (ECC) 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?
- whether invisible borders still restrict consumer access to services in the EU (Analysis of consumer complaints relating to Article 20(2) of the Services Directive, reported to ECC-Net, 2013-2015)

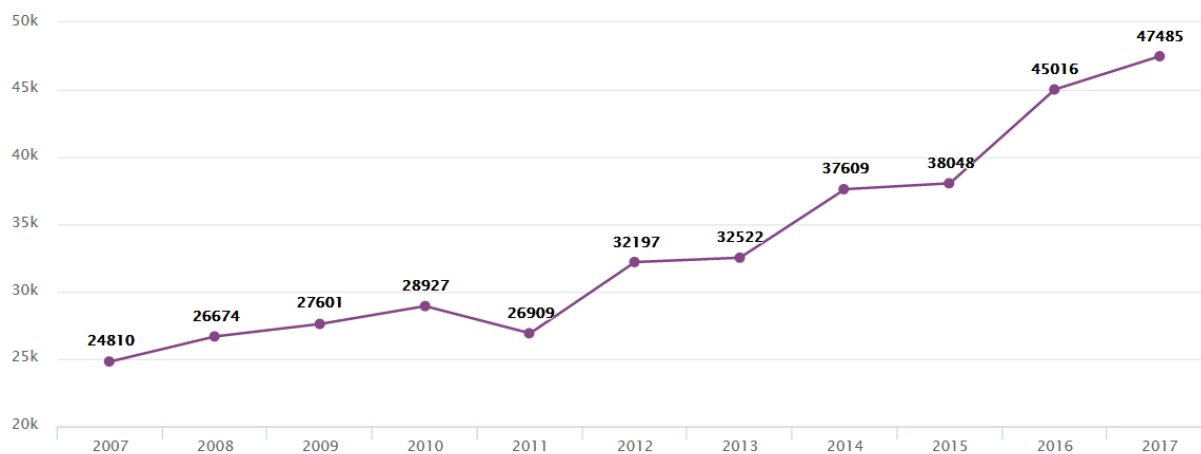
## Facts & figures

### Number of contacts



In 2017, the network was contacted by consumers almost **100 000** times.

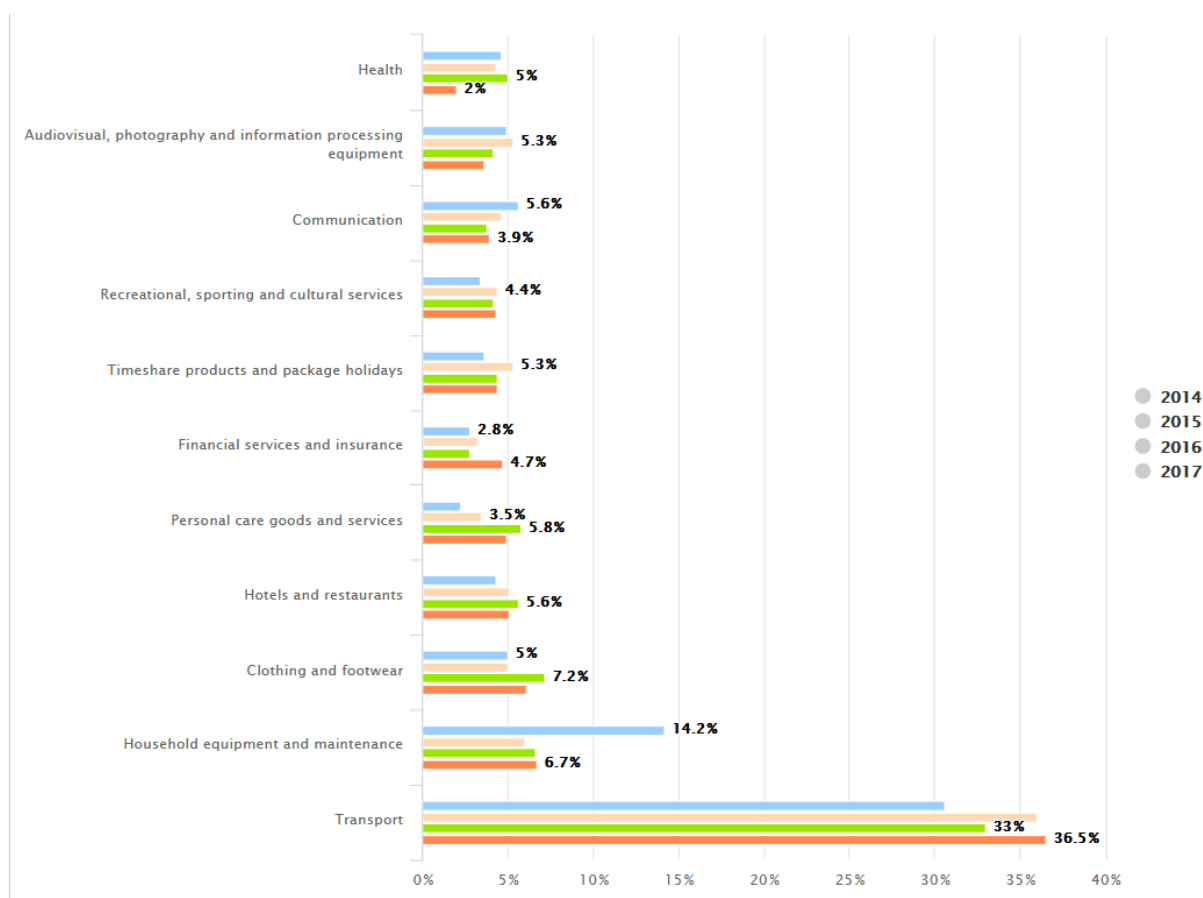
### Number of complaints



In 2017, ECCs received **47 485** complaints:

- 74.3% had to do with an **online purchase**.
- 36.5% had to do with **transport** (*see chart below*); 22.4% of all complaints related to **air transport** and 6% to **car rental**.

### Products & services concerned



### Resolution of complaints

In 2017, the Network amicably resolved almost half the complex cases (cases involving more than one consumer centre).

The remaining cases were either referred to other organisations (including alternative dispute resolution bodies (ADRs), enforcement bodies or courts) or closed without a solution having been found, because:

- the consumer disagreed with the proposed solution, or
- the complaint was considered to be unfounded.

**In all instances, consumers were advised on possible options.**

## Complex cases

The table below shows a subset of the complex cases that were created and closed in 2017.

| How were normal complaints closed?                        | Percentage, 2017 |
|---|------------------|
| Amicable settlement with trader                           | 48.8%            |
| No solution found, <i>of which:</i>                       | 34.4%            |
| lack of agreement from trader                             | 74.8%            |
| lack of agreement from consumer                           | 7.4%             |
| <i>complaint unfounded</i>                                | 17.8%            |
| case transferred to other organisations, <i>of which:</i> | 16.8%            |
| alternative dispute resolution (ADR) body                 | 23.7%            |
| court   | 34.5%            |
| enforcement body  | 6.8%             |

## 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

- Give the network and its outcomes a **higher profile** among consumers, business and enforcement authorities.
- Further develop quality standards to ensure a **high standard of service to consumers**.