

MAIN RESOURCES / HELPFUL LINKS

Regulation (EU) No 524/2013 on Online Dispute Resolution for Consumer Disputes

provides the legal basis for the establishment of the ODR platform.

Directive 2013/11/EU on Alternative Dispute Resolution for Consumer Disputes

ensures that consumers have access to ADR when resolving their contractual disputes with traders.

Each Member State is required to list all the ADR entities that meet the mandatory quality requirements set out in the Directive. In Ireland, the Competition and Consumer Protection Commission (CCPC) is designated as the competent authority for the purposes of the ADR Directive and is responsible for the list of notified ADR entities.



For more information on ADR and ODR:
http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/adr-odr/index_en.htm

For more information on on CCPC and its role on ADR:
www.ccpc.ie/compliance-business/compliance-business/alternative-dispute-resolution

NATIONAL CONTACT POINTS

Under the European Union (Online Dispute Resolution for Consumer Disputes) Regulations 2015, Member States have to establish a national contact point to provide assistance to users of the ODR platform.

In Ireland, responsibility is conferred on the European Consumer Centre (ECC) Ireland to host the Irish ODR contact and providing information in relation to the functioning of the ODR platform, and facilitating communication between the consumer, trader and competent ADR entity, if requested.

Consumers resident in Ireland with a query about the ODR platform can contact the national contact point by phoning 01-873 2960 or by emailing info@odr.ie.

You can find out more information or lodge a complaint through the ODR Platform by logging onto

www.ec.europa.eu/odr



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Problem with an online purchase?
Try Online Dispute Resolution

**Your guide to the
EU Online Dispute
Resolution (ODR) platform**



This guide explains how the Online Dispute Resolution (ODR) platform can help consumers and traders seek resolution of their online disputes in a faster, fairer, and more convenient way.

**Cabhair agus comhairle
do thomhaltóirí
san Eoraip**



European Consumer Centre Ireland

Europeans love to shop online, so much so that e-commerce in the EU is expecting to keep growing. It is because of this that opportunities to resolve disputes with traders in an amicable manner has become increasingly important, for all parties. One way to do this is through the **Online Dispute Resolution** platform.



What is the Online Dispute Resolution (ODR) platform?

The European Commission officially launched the EU-wide Online Dispute Resolution (ODR) platform – <https://ec.europa.eu/odr> – on February 15th, 2016. The aim of the platform is to make it easier, faster, and less expensive for consumers, and traders, to resolve online disputes.

The platform offers a single point of contact for EU consumers and traders to settle their disputes for both domestic and cross-border online purchases.

This is done by channelling the disputes to national Alternative Dispute Resolution (ADR) bodies that are connected to the platform and have been selected by the Member States according to quality criteria and notified to the European Commission.

The term ADR includes all the ways of resolving a complaint which do not involve going to court. In the EU, ADR procedures can take the form of mediation, conciliation, ombudsmen, arbitration, or complaints boards.

ODR Platform and Consumers

If a consumer has a complaint about a good or service bought online, instead of the cost and inconvenience of going to court, he/she can choose the option of the Online Dispute Resolution (ODR) platform.



The platform is user-friendly, multilingual, and accessible to all. Everything is done in four simple steps:

- 1** The consumer fills in an online complaint form and submits it. 
- 2** The complaint is sent to the relevant trader, who proposes an ADR entity to the consumer.
- 3** Once the consumer and trader agree on an ADR entity to handle their dispute, the EU ODR platform automatically transfers the complaint to that entity.
- 4** The ADR entity handles the case entirely online and reaches an outcome within 90 days.

ODR Platform and Traders

The ODR platform helps traders resolve disputes with consumers in four steps, online and out-of-court:

- 1** The consumer sends a complaint via the platform and the trader receives all the information along with a list of dispute resolution bodies that can deal with the complaint.
- 2** If the trader agrees to engage with this form of dispute resolution, the consumer and the trader has 30 days to agree on an ADR entity. If agreement cannot be reached, the national contact point can provide the consumer with information about alternative means of redress.
- 3** If agreement is reached, the complaint is sent to the ADR body which has 90 days to examine the dispute and to find a solution.
- 4** Once the ADR body has found a solution, the trader and consumer are informed of its decision.

Traders obligations:

Traders who sell goods or services online in the EU, must provide:

- A link to the ODR platform which is easily accessible
- A business email address to facilitate customers who want to make contact in the event of a dispute.

Traders that have agreed to use a specific dispute resolution body, or if such an agreement applies collectively to their sector, must also provide:

- A link to the platform when you make an offer via email.
- Include information on the platform in your contract terms and conditions.