

# 2024 Annual Report

European Consumer Centre Ireland



# Contents

From the Director	03
Overview of ECCI Service	04
2024 in Numbers	06
Helping Consumers in Ireland	07
Helping Consumers In Europe	12
Feedback about the ECCI Service	15



# From the Director

I am delighted to welcome you to the first annual report for the new European Consumer Centre Ireland (ECCI), hosted by the Competition and Consumer Protection Commission (CCPC). While 2024 was the first year that the CCPC hosted the ECCI service, the CCPC has a long-standing history of helping consumers in Ireland. The ECCI service naturally compliments the mission and work of the CCPC.

We set up the ECCI service on a phased basis. Whilst we recruited the ECCI team and developed the necessary internal systems, we provided a comprehensive website to help consumers navigate their issues and take action themselves. Then from 1 April, we started our complaints service to assist consumers with their issues where we follow up on their behalf with businesses.

In 2024, our case handling achievements included responding to 1,044 questions and complaints and recovering €82,630 for cross-border issues. During 2024, the most common complaints from consumers in Ireland covered faulty goods, non-delivery and issues with cancelling a contract. We used our case data as the basis for our website news stories to promote wider awareness about the most common issues being experienced by the users of our service and how to avoid them.

Of the complaints we handled in 2024, 55% related to businesses located in Ireland. This is not surprising as many of the world's largest aviation and technology companies have their European registrations here. The European Consumer Centre model is based on co-operation and engagement and during 2024 we focused on building effective working relationships in the business community. On this basis, we recovered €120,760 for consumers from other centres elsewhere in Europe who complained about businesses based in Ireland. In 2024, we engaged with several key stakeholders to introduce our service and to establish ways of working that facilitated both ECCI, and the businesses we work with on a regular basis. I look forward to further developing these relationships in the years ahead.

I also want to acknowledge the valuable support provided by the European Commission, the Department of Enterprise, Trade and Employment<sup>1</sup>, our host organisation, the CCPC, and the members of the ECC-Network (ECC-Net), in setting up the ECCI service. I also want to thank the ECCI staff whose effort, and dedication has made all our work in 2024 possible.

Finally, our experience in 2024 has shown the importance of ECC-Net, as it provides a unique overview and reliable information about cross-border consumer affairs in the Internal Market. I look forward to building our relationships with key partners and stakeholders that supports us to continue to develop our service model where cross border consumer protection is at the centre of everything we do.



**Colette Crowne**  
ECCI Director



<sup>1</sup> The name of the Department of Enterprise, Trade and Employment was altered to the Department of Enterprise, Tourism and Employment from 2 June 2025.

# Overview of ECCI Service

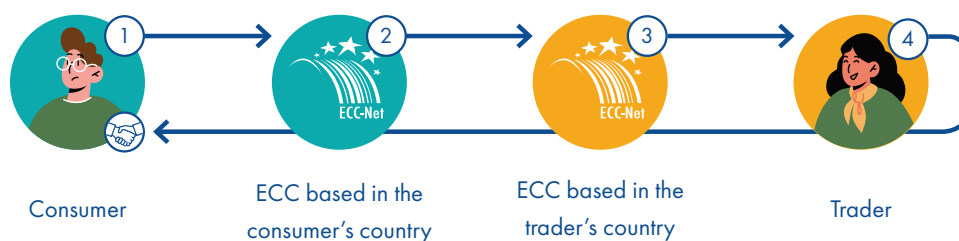
## Who we are

- The European Consumer Centre Ireland (ECCI) is a member of the European Consumer Centre Network (ECC-Net) that offers advice and support to consumers on their cross-border rights when shopping or travelling in another country of the European Union (EU).
- ECC-Net is made up of 29 centres across the Member States of the EU who employ 150+ legal experts that work with businesses to assist consumers to swiftly resolve cross-border disputes. ECC-Net also works with the UK International Consumer Centre to assist on UK cross-border issues.
- Our mission is to help consumers engage in cross-border transactions more confidently by providing them with free information and advice on their rights and assist them in resolving cross-border consumer complaints. European Consumer Centres empower consumers to know their rights and fully benefit from the opportunities of the Single Market.
- Ireland's national consumer protection body, the Competition and Consumer Protection Commission, has hosted ECCI since 1 April 2024.



## How we help consumers

- We help consumers engage in cross-border transactions more confidently by providing them with free information and advice about their consumer rights under EU law.
- Our experts also assist consumers in resolving their cross-border complaints. We work with the ECC-Net and UK centres to help consumers living in Ireland when they have an issue with a business located in another EU country, Norway, Iceland, or the UK. And we work with businesses in Ireland on behalf of consumers in other EU countries, Norway, Iceland or the UK to resolve consumer issues.





- Our aim is to find a resolution that is reasonable and acceptable to the consumer and business. We rely on the voluntary cooperation of the consumer and business.
- If our dispute resolution process is not successful, we set out any legal options that the consumer may have and provide them with information as to how they might go about pursuing them. For example, we will provide information about making a claim under European Small Claims Procedure, or about the European Car Rental Conciliation Service.

## How we are funded

Our service is free of charge for the consumers who contact us, we are co-funded by the European Commission and the Department of Enterprise, Trade and Employment<sup>2</sup>.

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# 2024 in Numbers\*

## 2,317 questions and complaints



**45%**

from consumers in Ireland



**55%**

from other centres on behalf of  
consumers in their country



**€203,390**

recovered on behalf of consumers



**47%**

of complaints were resolved



**56,639**

website visits



**2,475**

complaint letter downloads

\* Please note that all data provided in the table above is from the commencement of the ECCI complaints service since 1 April 2024.

# Helping Consumers in Ireland



Using our website [www.eccireland.ie](http://www.eccireland.ie)

**56,639 visits** - Consumers in Ireland can find easy to read information and assistance on the most common cross border issues that they could encounter when transacting with a business.

Our website also provides consumers with support to assist them in asserting their legal consumer rights:

- Our template complaint letters help consumers take the first step in dealing with their issue. Easy to edit and download, they accurately state the law and give consumers a firm footing to begin their communication with the business.
- Our 'ask a question' and 'make a complaint' forms help consumers escalate their complaint, through our service and the wider ECC-Net.
- Our 'take action' section sets out what a consumer can do next if ECC-Net cannot resolve their issue with a business.

## Top 5 consumer rights information pages



1. Air travel - delays



2. Air travel - compensation



3. Air travel - luggage issues



4. Air travel - cancellations



5. Buying in the EU - faulty goods

## Top 3 complaint letter templates



1. Delayed flight compensation



2. Non-delivery of goods



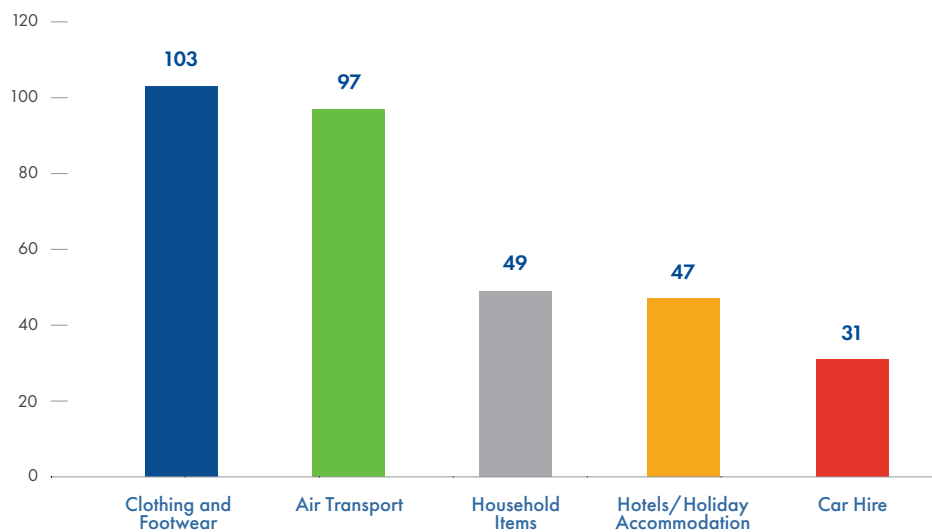
3. Faulty goods



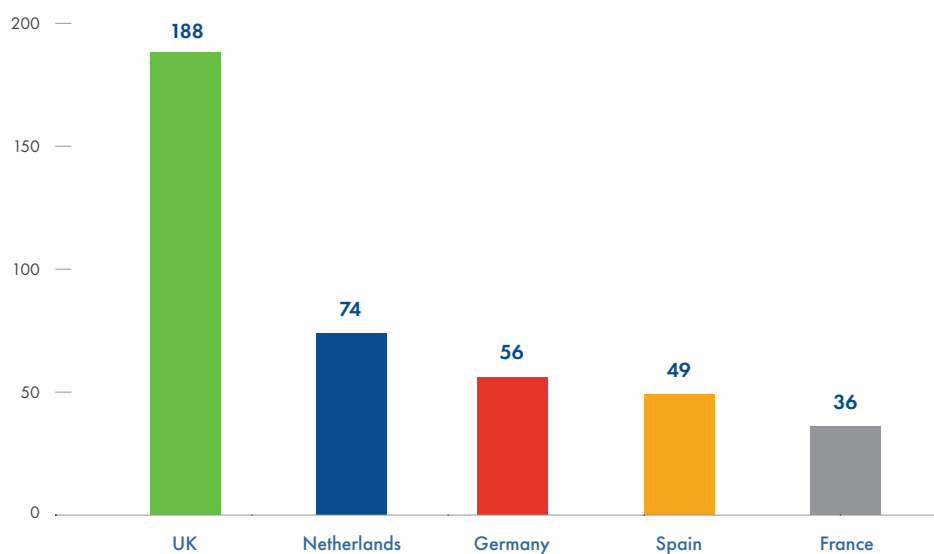
## Ask us a question

**630 questions** - Consumers in Ireland can use our 'ask a question' service for advice about their legal rights in a specific situation or to find out more about their consumer rights in general. We answered consumer queries from 1 April to 31 December 2024.

### Irish Consumer Questions - Top 5 Sectors



### Location of the Business - Top 5 Countries



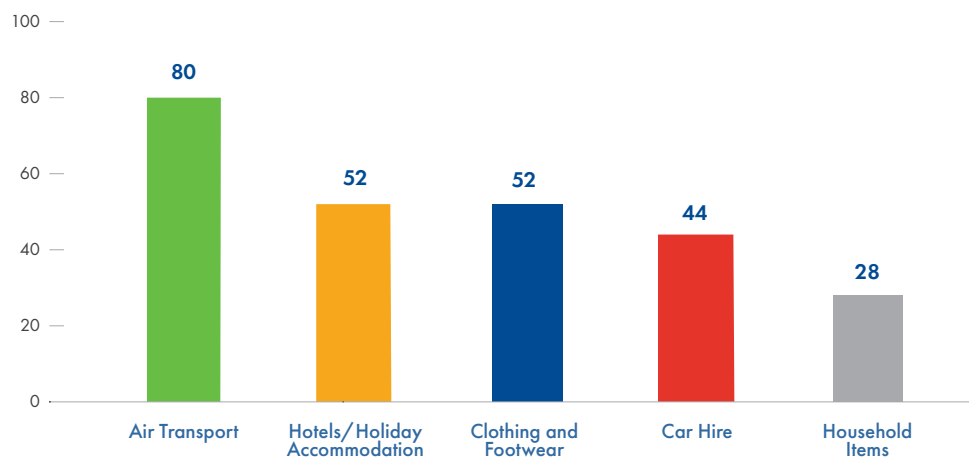




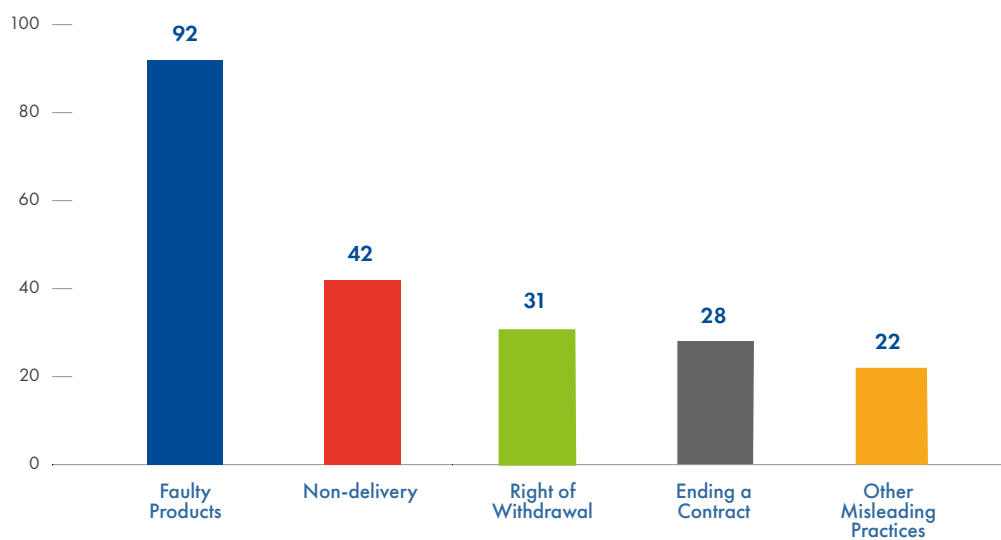
## Make a complaint

**414 complaints** - If a consumer cannot resolve their issue with the business, they then can escalate their complaint to our case handling team to start the ECC-Net dispute resolution process. We managed cases from 1 April to 31 December 2024.

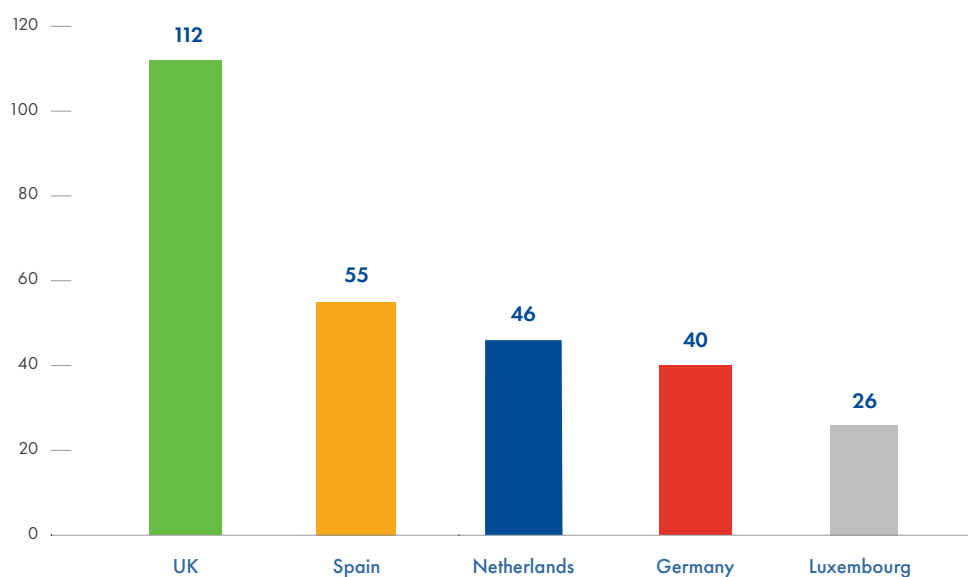
### Irish Consumer Complaints - Top 5 Sectors



### Irish Consumer Complaints - Top 5 Issues



## Location of the Business - Top 5 Countries



## Outcomes for Irish consumers

- We achieved a resolution rate of 48%
- We resolved 270 complaints
- We recovered €82,630 on behalf of consumers in Ireland
- We referred 420 consumers in Ireland to further redress options. The top three further redress referrals were:
  - European Small Claims - 36%
  - Alternative Dispute Resolution bodies - 26%
  - A bank chargeback - 24%

## Making a difference for consumers in Ireland - Case Studies



### Cancelled Accommodation

A consumer living in Ireland booked and paid for accommodation in France through an intermediary platform. The consumer's booking was cancelled by the accommodation provider, and the consumer was never refunded the amount they paid.

The consumer brought the complaint to ECCL, and we engaged with our colleagues in the Netherlands ECC, being the Member State in which the intermediary platform was based. Our colleagues in the Netherlands successfully engaged with the intermediary platform on the consumer's behalf, and as a result the consumer was refunded €5,848.



### Faulty Product

A consumer living in Ireland ordered and paid online for an electric hob, which was delivered to a house that was still under construction. As a result, the product was not installed for a number of months. When the hob was installed by an electrician it did not work. The business sent the consumer to a service partner to assess the hob, who stated that the hob was beyond repair. The business refused to provide a replacement.

The consumer brought the complaint to ECCL, and we engaged with our colleagues in ECC Italy, where the business who sold the hob was based, and as a result the consumer was provided with a replacement hob.



### Cancelled Flight

An Irish consumer made a booking with an Online Travel Agent (OTA) which involved connecting flights. Twenty-two days before their trip the OTA contacted the consumer stating that, due to a flight schedule change, the connection on one of their outbound flights was too short, and as a result the booking for this flight was cancelled. The consumer decided to cancel their entire booking with the OTA. The consumer was told by the OTA that this was an option, but they never received a refund. The consumer was sent between the OTA and the airline both of whom said that the responsibility to refund the consumer was with the other party.

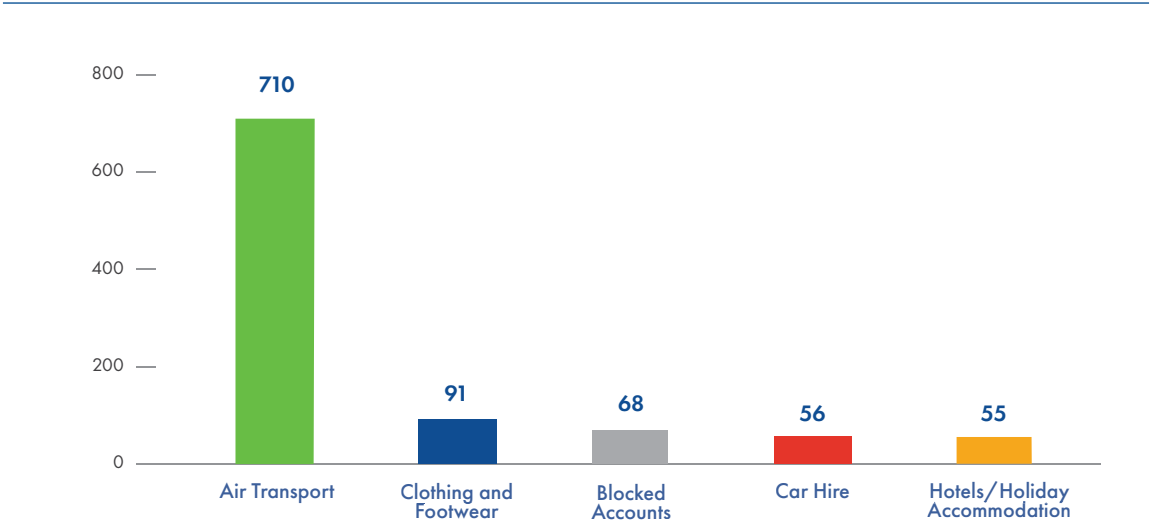
The consumer brought the complaint to ECCL, and we engaged with our colleagues in Sweden where the OTA was based, and as a result the consumer was refunded €4,413.



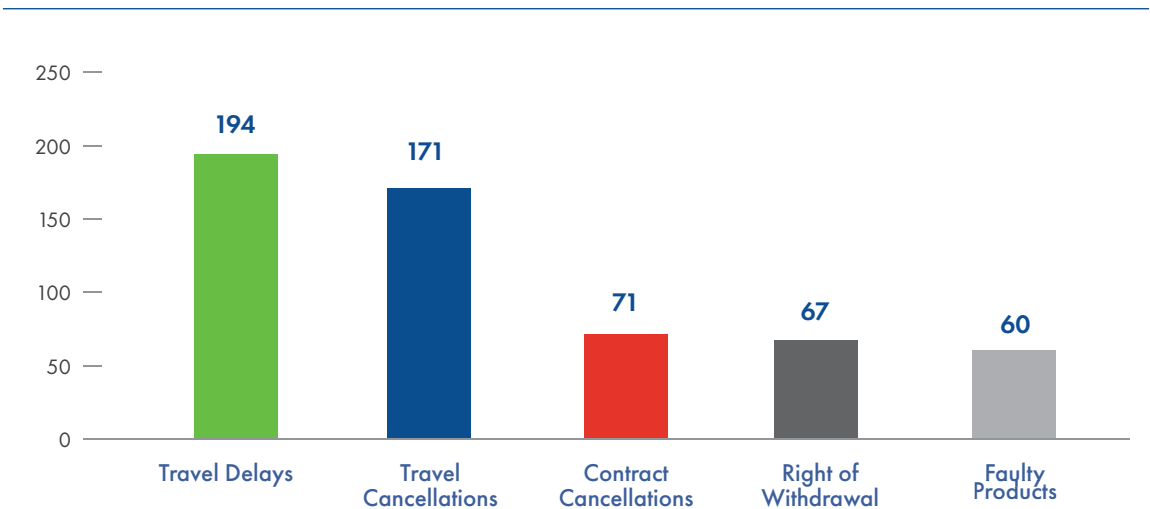
# Helping Consumers in Europe

**1,273 complaints** - Ireland is the European headquarters for some of the largest businesses in the world, in particular in the aviation and technology sectors. ECCI works with our colleagues in European Consumer Centre Network (ECC-Net) and UK International Consumer Centre (UKICC) to address issues between European consumers and these businesses.

European Consumer Complaints - Top 5 Sectors

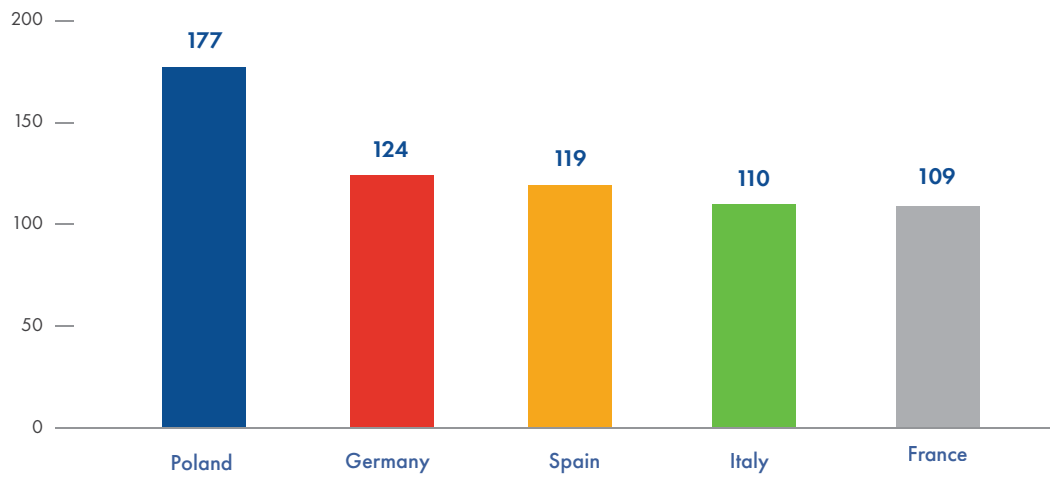


European Consumer Complaints - Top 5 Issues





## Location of the Consumer - Top 5 Countries



## Outcomes for European consumers

- We achieved a resolution rate of 46%
- We resolved 1,080 complaints
- We recovered €120,760 on behalf of consumers in Europe

## Making a difference for consumers in Europe - Case Studies



### Cancelled Flight

ECCI received a complaint from ECC Denmark, on behalf of a consumer whose flight was initially delayed then cancelled late at night. The consumer was unable to contact the airline due to the time of the day. The consumer was eventually told that the next flight to their home country was five days after the cancelled flight. The consumer had to organise their own alternative travel arrangements to get home. When the consumer tried to recover the costs of this alternative travel the business refused to refund them.

ECCI engaged with the Irish registered airline, and they agreed to refund the consumer the cost of this alternative travel, which was €3,952.



### Car Hire Charges

ECCI received a complaint from ECC Germany, on behalf of a consumer who had hired and paid for a car. They had selected a specific vehicle as it could accommodate their family's luggage requirements. They had to cancel their booking as the car rental company could not provide the car they ordered and the alternative they offered was too small. The business did not subsequently refund the consumer what they had paid.

ECCI engaged with the Irish registered business and the business agreed to refund the consumer the cost of their booking, which was €219.



### In-game Charges

ECCI received a complaint from ECC Austria, regarding a consumer whose child made unauthorised in-game purchases over one month. The purchases were charged to the consumers credit card without their knowledge or consent. The consumer reported the charges promptly to the business, but they refused to refund the consumer for the unauthorised purchases.

ECCI engaged with the Irish registered business and the business agreed to refund the consumer the cost of the purchases, which was €1,000.



# Feedback about the ECCI Service

ECCI measures the satisfaction of the consumers who contact us or are referred to our centre. From 1 October 2024, we asked the Irish consumers we supported to respond to an anonymous survey to review the service they received from ECCI.

The survey received a response rate of 25%. The results indicated a generally high level of satisfaction with ECCI services with approximately 80% of the responses reporting being “very satisfied” with the assistance they received.

## Feedback we received

*“ The service I received was exceptional. ECCI made the difference on making sure I got a refund for a coat I ordered online but I did not receive.”*

*“ I really cannot make any suggestions on how to improve on the experience I had with ECC Ireland and by extension your French colleagues. I am 100% happy with the outcome, and more importantly with the manner in which I was led through and kept informed of the process. Thank you very much.”*

*“ I was very happy with your service where how you explained everything about my consumer rights was really clear. I could follow up with the business and resolve my issue directly with them. I would definitely use your service again.”*

*“ ECCI were a brilliant help. It was a difficult situation but your Case Handler fixed my issue and got a refund for a hotel booking.”*

