



Online Dispute Resolution Platform

2nd ELRC Conference

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Directorate General for Justice & Consumers
Unit E3 "Consumer Enforcement and Redress"

Brussels, 26 October 2016

Legal Framework

- Directive 2013/11/EU on consumer ADR
- Regulation (EU) No 524/2013 on consumer ODR

Scope of the ADR Directive

- Disputes concerning contractual obligations stemming from sales or service contracts
- Between a trader and a consumer, both established/resident in the European Union
- Through the intervention of an ADR entity which:
 - Proposes a solution;
 - Imposes a solution; or
 - Brings the parties together with the aim of facilitating an amicable solution

Scope of the ODR Regulation

- Contractual disputes
- Online sales of goods or service contracts
- Cross-border and domestic disputes
- Submitted by a consumer (C2B) or a trader (B2C)

ODR platform - Multilingual dimension

Article 5(1) of the ODR Regulation provides that: "The Commission shall develop the ODR platform and be responsible for its operation, including all translation functions necessary for the purpose of this Regulation, its maintenance, funding and data security. [...]"

Article 5(2) provides that: "[...] It shall be an interactive website which can be accessed electronically and free of charge in all official languages of the institutions of the Union."

ODR platform – How does it work?

- Went live on 15 February 2016
- Assists consumers solve their disputes with traders.
online in 4 simple steps:
 - 1) Submission of complaint;
 - 2) Agreement on a dispute resolution body;
 - 3) Complaint handling by dispute resolution body;
 - 4) Outcome and closure of complaint.

ODR platform – Home Page

<http://ec.europa.eu/odr>



About this site

If you've had a problem with something you've bought online, you can use this site to try to reach an out-of-court settlement. You can only use it if you live in the EU and the trader is based in the EU. In some countries, you can also use this site if you are a trader and you want to complain about a consumer over a good or service you sold online.



I am a **consumer**

[I want to submit a complaint against a trader](#)

I am a **trader**

[I want to submit a complaint against a consumer](#)



[DISCLAIMER](#)

DISCLAIMER



[HOW DOES IT WORK?](#)



[DISPUTE RESOLUTION BODIES](#)



[NEED HELP?](#)



[DATA PROTECTION](#)

Dispute resolution bodies are currently not available on this site for some sectors and in the following countries: **Croatia, Luxembourg, Poland, Romania, Spain** As a consumer you might not be able to use this site to solve your dispute with traders in these countries.

Translation functions of the ODR platform

- Pre-translated fields (static pages, drop-down menu of the complaint form, e-mail notification to the parties, list of dispute resolution bodies, user guide, FAQs).
- Use of MT@EC for free text fields in the complaint form as well as to facilitate communication between the parties and the dispute resolution body, during the resolution procedure, upon request.
- Human translation for the outcome of the dispute resolution body, by either of the parties, upon request (CdT).

Pre-translated fields – Dispute resolution bodies

Dispute resolution bodies









The dispute resolution bodies listed on this site all offer out-of-court settlement procedures. They've all been checked to make sure that they meet our standards and are registered with the national authorities.

Disclaimer

Dispute resolution bodies are currently not available on this site for some sectors and in the following countries: **Croatia, Luxembourg, Poland, Romania, Spain** As a consumer you might not be able to use this site to solve your dispute with traders in these countries.

Filter by country: Search

[Print complete list as PDF](#)

Name	Country	
Agentur für Passagier- und Fahrgastrechte (apf) <i>Agency for Passenger Rights (apf)</i>	 Austria	More information
Energie-Control Austria	 Austria	More information
Gemeinsame Schlichtungsstelle der Österreichischen Kreditwirtschaft <i>Joint Conciliation Board of the Austrian Banking Industry</i>	 Austria	More information
Ombudsstelle Fertighaus <i>Ombudsman for prefabricated buildings</i>	 Austria	More information
Postschlichtungsstelle bei der Rundfunk- und Telekom Regulierungs-GmbH <i>Postal mediation service at the Regulatory Authority for Broadcasting and Telecommunications</i>	 Austria	More information
Rundfunk & Telekom Regulierungs-GmbH <i>Regulatory Authority for Broadcasting and Telecommunications</i>	 Austria	More information
Schlichtung für Verbrauchergeschäfte <i>Mediation for consumer transactions</i>	 Austria	More information
Verein Internet Ombudsmann - nur für im Internet abgeschlossene Verträge <i>Association «médiateur sur l'Internet» - seulement pour les contrats conclus sur l'Internet</i>	 Austria	More information

Pre-translated fields - Static pages

About this site

If you've had a problem with something you've bought online, you can use this site to try to reach an out-of-court settlement. You can only use it if you live in the EU and the trader is based in the EU. In some countries, you can also use this site if you are a trader and you want to complain about a consumer over a good or service you sold online.

What is this site?

This site has been set up by the EU to help unsatisfied customers. You can use it to make a complaint about a good or service you bought over the internet and find a neutral third party ("dispute resolution body") to handle the dispute. In some countries, traders are allowed to submit complaints about consumers. If this applies to your country, as a trader you will be able to use this system to complain about a consumer.

The resolution bodies listed on this site have all been checked to make sure that they meet our standards and are registered with the national authorities.

[Dispute resolution bodies registered on this site.](#)

You can use this site in any of the EU's 23 official languages. You can see a detailed step-by-step explanation of how this website works [here](#).

What is alternative dispute resolution?

If you have a complaint about a purchase, instead of going to court, you could opt for alternative dispute resolution. Alternative dispute resolution is the term used to describe all the different ways of resolving a complaint that don't involve going to court. Typically what happens is that you ask a neutral third party to step in and act as an intermediary between you and the trader you're complaining about. The intermediary might suggest a solution to your complaint, impose a solution on you and the other party or just bring you both together to discuss how to find a solution. You might know alternative dispute resolution as "mediation", "conciliation", "arbitration", "ombudsman" or "complaints board". Compared with going to court, alternative dispute resolution usually costs less, is less formal and quicker.

What is online dispute resolution?

If you have a complaint about a purchase and you don't want to have to go to court, you may be able to use online dispute resolution to reach an out-of-court settlement.

Using our website, you and the trader you are complaining about can find a dispute resolution body, then go through the process of finding a solution to your complaint. Important: you can only use this system if your complaint is about an online purchase.



European Commission

Pre-translated fields – Complaint form



Online Dispute Resolution

HOME ABOUT THIS SITE GET HELP

SIGN IN >

Register



Trader details

Describe your complaint

Personal information

Give us some details about the purchase

Please provide as much detail as possible on the good or service you bought. Then we can narrow down the list of dispute resolution bodies to those best suited to dealing with your complaint.

Which good or service did you buy?

Select a type of good or service

- Consumer Goods
- Education
- Energy and Water
- Financial Services
- General Consumer Services
- Health
- Leisure Services
- Postal services and electronic communications
- Transport services
- Other

When did you buy the good/service?

How much did you pay?

What is the reference number of your order?

What is the type of the complaint?

Please select a type of complaint

Please describe your complaint in detail

Text input field for describing the complaint in detail.

What are you asking for?

Text input field for stating what is being asked for.

Do you want to attach documents to your complaint? (optional)

Have you already contacted the trader about your complaint? Yes No

Have you already tried to reach an out-of-court settlement or other alternative dispute resolution procedure? Yes No

Personal information

Please don't include personal information, that are not directly relevant for this complaint, in the two free text fields of this form.

Pre-translated text

- The business unit responsible for the development of the ODR platform drafted the webpages in EN which were then edited before sending them for translation to the DGT.
- Translations were sent in batches with explanations of where each label would be displayed on the website so as to ensure the correct meaning of each term.
- All the translations done by DGT were fed into the MT@EC.

Use of MT@EC on the ODR platform

Instances where users of the platform can request translation (especially in cross-border cases):

- Complaint form: the complainant can provide further information regarding the dispute in a free text field.
- Reaction of the respondent in a free text field.
- Communication between the parties and the dispute resolution body (e.g. request for additional information).

Use of translation services offered by the ODR platform

To date we have the following data:

Use of the MT@EC

- 32 documents submitted for translation.
- 1112 texts (free text field) submitted for translation.

Use of CdT services (human translation)

- 3 requests for translation of the final outcome of a dispute resolution body.

Use of translation services offered by the ODR platform

Feedback from users:

- Number of feedback forms received does not reflect the number of translation requests submitted;
- On average, users who submitted a request for translation found the quality satisfactory.

Multilingual challenges

- More than 500 language pairs – will increase (IS and NO) when the ADR/ODR legislation is incorporated in the EEA Agreement in 1Q 2017 (focus on quality).
- Need for glossary database in order to ensure the quality of the translation.
- Impact of misspelling/typos (spell check needed).
- Impact of mix of languages within a free text field (risk of not having everything translated into the target language).
- Impact of the type of language used (formal language vs. everyday language).

How can you help

- Improving the quality of the machine translation is important for the proper functioning of the ODR platform.
- What are we look for:
 - ✓ Examples and templates of final decisions of dispute resolution bodies.
 - ✓ Glossaries used by dispute resolution bodies.
 - ✓ Any other ADR/ODR relevant material (user guides, forms etc).

Q&A



Thank you for your attention !

CONTACT DETAILS

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