



European Consumer Consultative Group

Alternative Dispute Resolution & Online Dispute Resolution

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State of play (I)

- 22 Member States have notified complete transposition
- 200 ADR entities from 21 Member States notified to the Commission
- 164 ADR entities from 20 Member States available on the platform
- No ADR entities currently available in: Croatia, Germany, Lithuania, Luxembourg, Malta, Poland, Romania, Spain

State of play (II)

- ODR platform opened up for EU consumers and traders on 15 February: www.ec.europa.eu/odr
- ODR contact points available in 23 Member States
- No ODR contact points currently available in France, Germany, Luxembourg, Poland, Romania

Communication activities

- Upcoming communication activities to promote ADR/ODR:
 - Web-banner for traders
 - Infographic
 - Video on ODR
 - Online and social media advertising
 - Ad-words
- Most activities to begin in June

Online Dispute
Resolution