

**Question for written answer E-004954/2016
to the Commission**
Rule 130
Olga Sehnalová (S&D)

Subject: Out-of-court settlement of disputes - implementation of Directive 2013/11/EU

Member States were required to transpose into national law the provisions of Directive 2013/11/EU on alternative dispute resolution for consumer disputes by 9 July 2015. As the Directive itself points out, the development of a properly functioning alternative dispute resolution system across the EU is necessary to strengthen consumers' confidence in the internal market.

A year on from the deadline, does the Commission have information on the implementation of the Directive in the various Member States and has it recorded feedback from consumers and traders on the operation of the out-of-court dispute resolution systems in place?

Article 26 of the Directive requires the Commission to submit a first report on the application of the Directive by 9 July 2019. However, should the ADR system have shortcomings in the way it works or not meet expectations in terms of boosting consumer confidence, there is a risk that during this long interval consumers would definitely lose confidence in the system.

Does the Commission plan to evaluate the operation of ADR in the Member States and to take any corrective measures required before this specified date?

How does the Commission intend to respond to the fact that five Member States have still not announced any official dispute resolution entities, registered with the national competent authorities, for the resolution of disputes via an online platform?