

**Question for written answer E-001223/2017  
to the Commission  
Rule 130  
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**Subject:** Online dispute resolution platform - benefits for consumers and businesses

To strengthen the digital single market, action needs to be taken to increase consumer confidence in online purchasing, on the one hand, and to make it easier for businesses to make cross-border sales, on the other. It was with those aims, among others, in mind that the Commission launched the online dispute resolution (ODR) platform in February 2016.

With the ODR platform, high legal costs can be avoided because the entire complaints procedure can take place online. A crucial element of the platform is that it was designed not only to be available in all official EU languages, but also to provide translation services to facilitate dispute resolution between parties from different Member States. Unfortunately, however, it is not yet possible for retailers in all the Member States to use the platform.

Given that it is now one year since the ODR platform was launched, what conclusions can be drawn from those first 12 months? What steps is the Commission planning to take in the near future to raise awareness among European consumers and businesses of this dispute resolution option? When will the platform apply to retailers from all the Member States?