

**Question for written answer P-008298/2014
to the Commission**
Rule 130
Lucy Anderson (S&D)

Subject: Access to justice for consumers

EU law includes many provisions to protect the rights of European consumers. However, although the laws exist in principle, in practice it is extremely difficult for consumers to seek justice when their rights have been violated.

The Commission has recently signalled a commitment to monitoring and improving the availability of criminal legal aid. However, access to justice and enforcement of rights in the civil sphere appear to have been neglected. This undermines Article 47 of the Charter of Fundamental Rights of the European Union, which guarantees an effective remedy should a person's rights (consumer or otherwise) be violated.

What steps has the Commission taken to evaluate how effectively, or otherwise, Article 47 is being implemented in the sphere of consumer rights? Does the Commission have a strategy to ensure that, where alternative dispute resolution procedures have failed or are inappropriate, consumers are able to seek redress, through efficient, fair and adequately resourced civil court systems and processes, and access to publicly funded legal advice and representation services where required?