



# **THE ONLINE DISPUTE RESOLUTION (ODR) PLATFORM**

**Legislative Scrutiny Time  
IMCO Committee**

## THE LEGISLATION

### ■ **Directive 2013/11/EU on consumer ADR**

- Member States have to transpose the ADR Directive by **9 July 2015**

#### **Objectives**

- Full ADR coverage
- Binding quality requirements for ADR entities and procedures
- Information obligations for traders to consumers

### ■ **Regulation (EU) No 524/2013 on consumer ODR**

- The ODR platform will become operational on **9 January 2016**

#### **Objectives**

- Facilitate online resolution between EU consumers and traders of contractual disputes concerning goods/services bought online
- User friendly, accessible to all and available in all EU official languages

## DEVELOPMENT OF THE ODR PLATFORM

### ■ ODR Expert Group meetings

- National ADR/ODR experts
- Consumer and business representatives (BEUC and BusinessEurope) and the European Disability Forum
- IMCO Secretariat and Council Secretariat

### ■ Testing with stakeholders

- 25 & 27 November 2014 at Commission premises with the participation of 120 stakeholders

### ■ ODR Committee meetings

- Commission to adopt an act implementing some Articles of the ODR Regulation with the assistance of Member States' representatives. Vote expected in second quarter of 2015

## NEXT STEPS

### ■ Ongoing work

- Based on the constructive feedback received during the November testing of the platform we are carrying out adaptations and improvements to ensure that the platform is tailored to the needs of its future users

### ■ Further testing with stakeholders

- Further testing of the new, updated, version of the platform to take place online in late June with the participation of the same stakeholder as for the November testing

# QUESTIONS & ANSWERS