

Online Dispute Resolution Platform launched

Readers of our blog will recall that the European legislature, in 2013, adopted the Regulation on Online Dispute Resolution (ODR-Regulation) in consumer matters (alongside the Directive on Alternative Dispute Resolution) (see our previous post). We are therefore happy to report that the interactive website, the so-called ODR-platform, envisaged by the ODR-Regulation has finally been launched on 15 February 2016.

The platform is accessible here in all EU languages. It serves as a single point of entry for consumers and professionals seeking to settle a dispute out of court. It is available for disputes that arise from online contracts between consumers and professionals living in the EU.