



Online Dispute Resolution

When consumers have a problem with a trader regarding a product or service they bought, they can settle their dispute out-of-court through an Alternative Dispute Resolution procedure.

Such procedures are an alternative to resolving disputes before a court and are hence called Alternative Dispute Resolution (ADR). When they are carried out online, they are called Online Dispute Resolution (ODR).

Resolving disputes through ADR, in general, is easier, faster and less expensive than resolving disputes before a court. In the European Union, ADR procedures can take different forms and have different names e.g. mediation, conciliation, ombudsmen, arbitration, and complaints boards.

The [ODR platform](#) is a web-based platform developed by the European Commission. Its objective is to help consumers and traders resolve their contractual disputes about online purchases of goods and services out-of-court at a low cost in a simple and fast way.

It allows consumers to submit their disputes online in any of the 23 official languages of the European Union.

Businesses established in the EU that sell goods or services to consumers online need to comply with the ADR/ODR legislation.

The ODR platform can be accessed here: <http://ec.europa.eu/odr>.