



EU Consumer ADR Framework: Current State of Affairs and Future Challenges

28 September 2021

Prof. dr. mr. Stefaan Voet
KU Leuven – UHasselt

Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR)

OJ L 165, 18.6.2013, p. 63–79



Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Regulation on consumer ODR)

OJ L 165, 18.6.2013, p. 1–12

Report from the Commission to the European Parliament,
the Council and the European Economic and Social
Committee on the application of Directive 2013/11/EU of
the European Parliament and of the Council on alternative
dispute resolution for consumer disputes and Regulation
(EU) No 524/2013 of the European Parliament and of the
Council on online dispute resolution for consumer disputes

25 September 2019
COM(2019) 425 final

awareness

access

mandatory character

design / architecture

outcome

link (integration) with other DR avenues

what is it? how much it
costs? how to get access?

awareness

consumers & retailers
(SMEs)

access

other actors
(courts, lawyers, regulators, legal aid
organisations, cities / municipalities,
(public) social welfare centres)

mandatory character

personification

design / architecture

TRUST

outcome

link (integration) with other DR avenues

single access point /
single online gateway

awareness

dispatcher

access

vulnerable consumers

mandatory character

cross-border disputes →
ECC-Net

design / architecture

digitization / online

outcome

link (integration) with other DR avenues

awareness

“this Directive is without
prejudice to national
legislation making
participation in such
procedures mandatory,
provided that such
legislation does not
prevent the parties from
exercising their right of
access to the judicial
system”

access

mandatory character

design / architecture

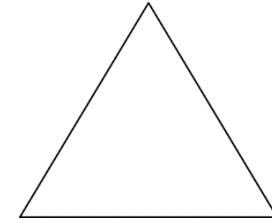
public services

outcome

CJEU: Menini case C-
75/16

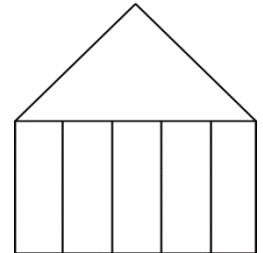
link (integration) with other DR avenues

awareness



access

mandatory character



design / architecture

triage / conciliation /
mediation / arbitration /
adjudication

digitization / online

AI

outcome



link (integration) with other DR avenues

awareness

binding vs non binding
(name and shame)

access

enforceability
(role of courts)

mandatory character

cross-border effects

guaranty mechanism
(e.g., NL)

design / architecture

TRUST

outcome

link (integration) with other DR avenues

awareness

formal / informal

access

regulators
(art 17 ADR Directive)
uniform policies /
harmonization

mandatory character

courts
(ENCJ – ELI project)

design / architecture

class actions

outcome

link (integration) with other DR avenues



Stefaan.Voet@kuleuven.be