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07. Online dispute resolution (ODR)

Heruntergeladen am 23.06.2025

<https://fimportal.de/xzufi-services/102837981/B100019>

Modul	Sachverhalt
Leistungsschlüssel	99155007000000
Leistungsbezeichnung I	07. Online dispute resolution (ODR)
Leistungsbezeichnung II	National Contact Point for the European Online Dispute Resolution Platform (ODR)
Typisierung	12 - SDG: Hilfs- und Problemlösungsdienste
Quellredaktion	Bund
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	VSBG, ODR internet, European consumer protection, OS platform written warning, consumer mediation, alternative dispute resolution for consumer disputes, European conciliation body, EU platform, Consumer dispute resolution act, ODR regulation, conciliator, ADR EU, consumer conciliation bodies, online dispute settlement platform, extrajudicial proceedings, EU dispute resolution, Verbraucherstreitbeilegungsgesetz, OS platform, online dispute resolution platform, extrajudicial dispute resolution, dispute settlement, ODR platform, online dispute resolution regulation, online conciliation, EU online dispute resolution, dispute resolution, ADR rules, conciliation body for consumers, online conciliation body, conciliation

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	bodies, EU online dispute resolution platform, conciliation body, conciliation body online trading, ombudsman, conciliation body EU, dispute resolution body, online dispute resolution EU, online conciliation platform, consumer conciliation, OS platform EU, ODR Directive, alternative dispute resolution, ADR mechanism, online dispute settlement, EU law, Dispute online shop, ADR Europe, online conciliation body EU, extrajudicial settlement, consumer protection online, dispute resolution platform, dispute settlement mechanism, EU conciliation body, consumer complaint, conciliation body flight, internet ombudsman, online dispute resolution, general conciliation body, extrajudicial dispute settlement, online trader, extrajudicial, ADR legislation
Leistungstyp	Leistungsobjekt
Leistungsgruppierung	SDG Hilfs- und Problemlösungsdienste (155)
Verrichtungskennung	
SDG-Informationsbereich	Zahlungen, einschließlich Überweisungen, Verzögerungen bei grenzüberschreitenden Zahlungen, Verbraucherrechte und Garantien im Zusammenhang mit dem Kauf von Waren und Dienstleistungen, einschließlich Verfahren für die Beilegung von Verbraucherrechtsstreitigkeiten und die Verbraucherentschädigung, Inanspruchnahme von öffentlichen Dienstleistungen, z. B. Gas-, Strom-, Wasserversorgung, Beseitigung von Haushaltsabfällen, Telekommunikationsdienstleistungen und Internet, Kauf von Waren, digitalen Inhalten oder entgeltliche Inanspruchnahme von Dienstleistungen aus einem anderen Mitgliedstaat (auch Finanzdienstleistungen), online oder vor Ort
Lagen Portalverbund	Ausweise (1070100), Veranstaltungen und Feste (1110100), Fischen und Jagen (1110200), Tierhaltung (1110300), Außergerichtliche Verfahren und Streitschlichtung (1150100), Gerichtliche Verfahren, Anzeige und Klage (1150200), Verbraucherschutz (1150300)
Einheitlicher Ansprechpartner	Nein

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Fachlich freigegeben am	02.06.2025
Fachlich freigegeben durch	Zentrum für Europäischen Verbraucherschutz e. V.
Handlungsgrundlage	
Teaser	Contact point for online dispute resolution. Your national contact point for disputes with a company in another country of the EU.
Volltext	NOTE: The European Online Dispute Resolution (ODR) Platform will be discontinued as of 20 July 2025, following the adoption of the Regulation - EU - 2024/3228 - EN - EUR-Lex You can use the platform until 19 July 2025, but you can no longer submit new complaints. We invite you to get informed on the other means of consumer dispute resolution. Have you experienced a problem with a company from Germany or another EU country? Most disputes between consumers and companies can be resolved amicably through an Alternative Dispute Resolution (ADR) body. If the contract has been concluded online, consumers can use the European Commissions Online Dispute Resolution Platform (ODR platform) to contact the relevant ADR body. Although a complaint can be filed against a company through the ODR platform, consumers and traders can also try to find a solution through direct talks. If an agreement cannot be reached jointly, the company may consult an appropriate ADR body through the platform. There are recognised ADR bodies across Europe that help consumers and companies resolve their disputes. In the case of small claims in particular, consumers are often disincentivised to go to court. In such cases, ADR bodies can be an effective alternative. They are unbiased, responsive and competent, and are mostly free of charge for consumers. The ODR platform provides a centralised access point to all accredited ADR bodies in the EU, Iceland, Liechtenstein and Norway. The competent ADR body

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can usually be found in the country in which the company is located. The ODR platform also includes a translation tool to help overcome language barriers. As the national contact point for the ODR platform, the European Consumer Centre (ECC) Germany advises consumers and traders on how to use the platform and how the ADR bodies work.

Erforderliche Unterlagen
Voraussetzungen
Kosten

The use of the ODR platform is always free of charge for consumers and traders. ADR bodies in the EU generally offer their services free of charge to consumers.

Verfahrensablauf
Bearbeitungsdauer

None

Frist

If the company has not replied on the ODR platform after 30 days, the complaint is automatically closed, allowing the consumer to take other measures to resolve the dispute. If the consumer has chosen the direct talks option on the platform, the time limit for a response is 90 days. If an application has been submitted to a State-recognised ADR body, the time-barring of the claim is suspended in Germany. However, the suspension does not apply if the complaint is made on the ODR platform.

weiterführende Informationen

European Online Dispute Resolution platform

Consumers can use the European Online Dispute Resolution platform to contact companies across the EU and find a solution to their dispute through direct talks. The platform includes a translation tool to overcome language barriers, allowing a dialogue between consumers and traders from different countries. If a solution cannot be found jointly, the company may consult the competent ADR body. The case will then be forwarded directly to the competent ADR body via the platform.

ADR bodies in Europe

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ADR bodies across Europe help consumers experiencing problems with companies. The European Consumer Centre (ECC) Germany provides an overview of all Alternative Dispute Resolution bodies in Europe and helps consumers to identify which ADR body is competent for their claim.

ADR bodies in Germany

Do you have a dispute with a company from Germany? Specialised ADR bodies have been established in specific sectors to help consumers. For example, there are specific ADR bodies for the long-distance and local transport sector or for telecommunications and postal services.

Dispute resolution and companies

Companies are required to provide information on dispute resolution on their website and to provide a link to the ODR platform. Dispute resolution procedures are usually voluntary for companies. Traders can also benefit from the advantages of dispute resolution. In some sectors, participation in ADR procedures is even mandatory for companies.

Brochure

Schlichtung in Europa - Praxistipps für Verbraucher
 [Dispute resolution in Europe - Practical tips for consumers]

Hinweise

Available language: German, English, French

Rechtsbehelf
Kurztext
Ansprechpunkt
Zuständige Stelle
Formulare
Ursprungsportal

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Online-Streitbeilegung