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07\.. Online dispute resolution (ODR)

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<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	consumer mediation, OS platform, online dispute resolution EU, OS platform EU, extrajudicial dispute resolution, Verbraucherstreitbeilegungsgesetz, consumer protection online, ODR regulation, general conciliation body, conciliator, online dispute resolution regulation, internet ombudsman, online dispute resolution platform, EU online dispute resolution, conciliation bodies, EU conciliation body, alternative dispute resolution for consumer disputes, dispute resolution body, ombudsman, ODR internet, OS platform written warning, online dispute settlement, ODR Directive, dispute settlement mechanism, online dispute settlement platform, online dispute resolution, ADR rules, online conciliation platform, European

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consumer protection, European conciliation body, consumer conciliation bodies, dispute settlement, extrajudicial proceedings, conciliation body online trading, online conciliation, consumer conciliation, online trader, online conciliation body, ADR Europe, extrajudicial settlement, extrajudicial dispute settlement, consumer complaint, alternative dispute resolution, ADR EU, Dispute online shop, VSBG, extrajudicial, ODR platform, Consumer dispute resolution act, EU online dispute resolution platform, EU law, ADR mechanism, dispute resolution, conciliation body for consumers, ADR legislation, online conciliation body EU, conciliation body EU, conciliation body flight, EU platform, EU dispute resolution, conciliation body, dispute resolution platform

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

Modul	Sachverhalt
Ansprechpartner	Nein
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](https://eur-lex.europa.eu/eli/reg/2024/3228/oj) 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](https://ec.europa.eu/consumers/odr/main/?event=main.consumer.rights#inline-nav-2). 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

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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 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](<https://evz.de/en/shopping-internet/alternative-dispute-resolution/eu-platform.html>)

Consumers can use the European Online Dispute Resolution platform to contact companies across the EU and find a solution to their dispute through direct

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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](<https://evz.de/en/shopping-internet/alternative-dispute-resolution/adr-bodies-in-the-eu.html>)

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](<https://evz.de/en/shopping-internet/alternative-dispute-resolution/adr-bodies-in-germany.html>)

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](<https://evz.de/einkaufen-internet/odr-adr/schlichtung-und-unternehmen.html>)

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

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	Verbraucher](https://evz.de/fileadmin/Media/PDF/Broschueren/Schlichtung-in-Europa.pdf) [Dispute resolution in Europe - Practical tips for consumers]
Hinweise	Available language: German, English, French
Rechtsbehelf	
Kurztext	
Ansprechpunkt	
Zuständige Stelle	
Formulare	
Ursprungsportal	07. Online-Streitbeilegung, 07. Online dispute resolution (ODR)