

de geschillencommissie

Consumer Complaints Boards

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The Dutch ADR System

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Characteristics Umbrella Organisation

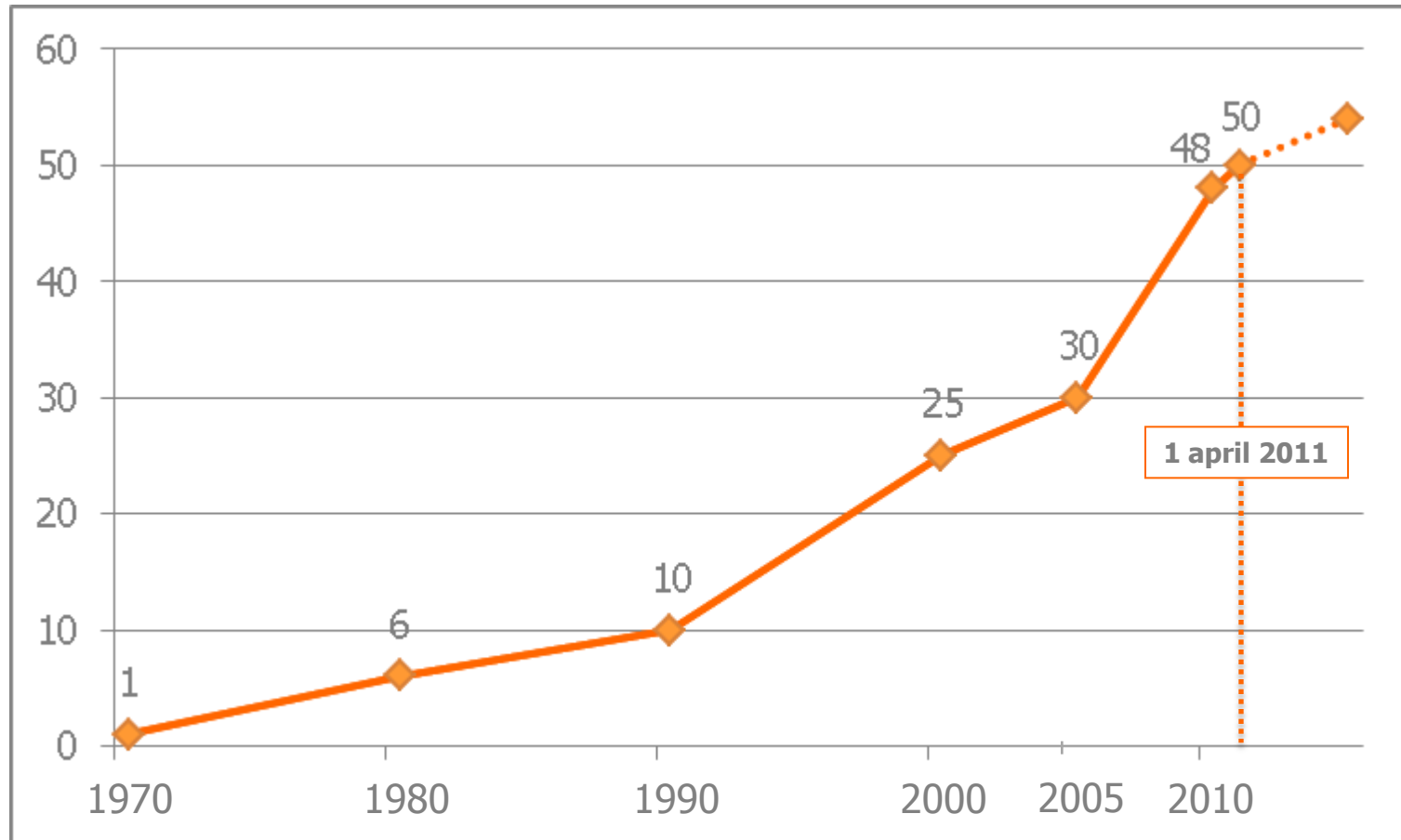




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Growth





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Overview

1. Air-conditioning
2. Aviation
3. Building materials
4. Building refinement
5. Bicycles
6. Cable television
7. Car rentals
8. Crèches
9. Dry-cleaning and laundry services
10. Driving schools
11. Electrical goods
12. Electronic communication services
13. Energy and water
14. Energy label
15. (Real-) estate-agency
16. Funeral services
17. Gardening
18. Glass, porcelain and earthenware
19. Grooming industry
20. Handy men and floor companies
21. Health care (e.g. hospitals)
22. Home furnishing
23. Houses, newly built
24. Information service providers
25. Installation technicians
26. Internet shopping
27. Jewellery
28. Legal profession
29. Leisure
30. Moving firms
31. Nursing, normal care and home care
32. Opticians
33. Paintwork, glazing and plasterwork
34. Parquet floorings
35. Pets and domestic animals
36. Post
37. Private health care clinics
38. Private education institutes
39. Public transport
40. Rebuilding
41. Roofing
42. Selling door-to-door
43. Stores for construction supplies/materials
44. Sun screens
45. Taxi transport
46. Telecommunications
47. Textiles and shoes
48. Travel
49. Vehicles
50. Water sports



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Characteristics complaints boards

- Three independent members
- Appointed by De Geschillencommissie board
 - Chairman is nominated by De Geschillencommissie;
 - One member nominated by consumers' association;
 - One member nominated by trade association.

Absolutely independent and impartial

Recognition by:

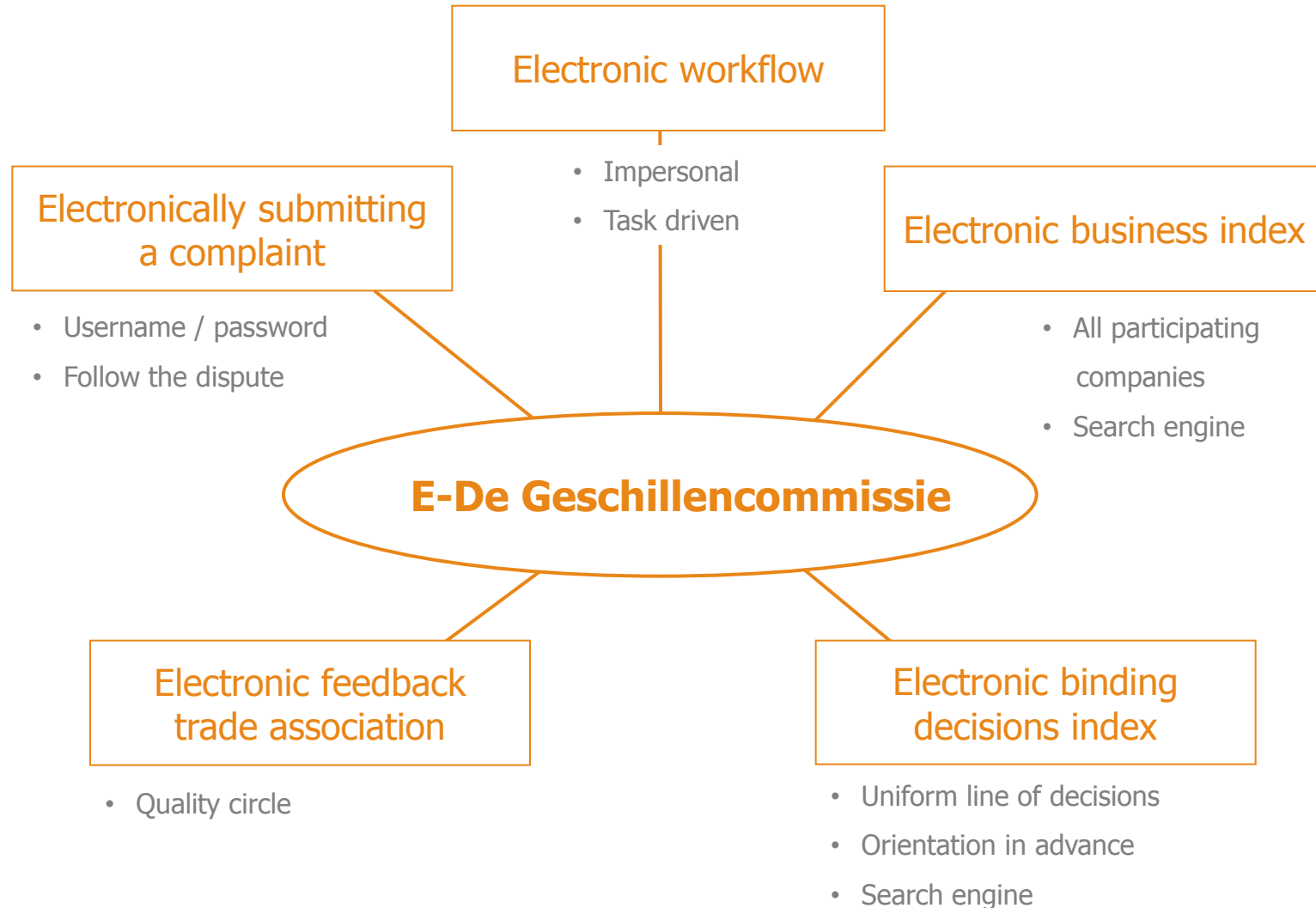
- Dutch Government: Recognition regulation 1997
(Ministry of Justice)
- European Commission: Recommendation of 30 March 1998
(98/257/EG)



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Electronic system





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Figures

- Complaints: 10,000 – 11,000
- Website: 241,000 visits
- Call center: 55,500 telephone calls
- Average duration: 3 – 3.5 months expert report excluded
4 – 4.5 months expert report included



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Funding

Government: Infrastructure Fixed amount

Business: Handling costs Less cases
Less costs

Consumer fee: € 25.- - € 125.- That's it



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Conclusion

50 Consumer Complaints Boards

- 
- High quality
 - Trustfull
 - Uniformity
 - Easy accessible
 - Fast
 - Cheap



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Consumer Complaints Boards

**A best practice
commitment from government,
consumer organisations,
trade and industry**



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www.degeschillencommissie.nl

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