The Dutch ADR System

Contents

- Characteristics umbrella organisation
- Characteristics consumer complaints boards
- Fully electronic
- Figures
- Conclusion
The Dutch ADR System

Characteristics Umbrella Organisation

50 Consumer Complaints Boards

Consumer organisations

Government

Trade and industry

De Geschillencommissie
The Dutch ADR System

Growth

1 6 10 25 30 48 50

1 april 2011
## The Dutch ADR System

### Overview

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

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 independant and impartial

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

Electronic system

Electronically submitting a complaint
• Username / password
• Follow the dispute

Electronic workflow
• Impersonal
• Task driven

Electronic business index
• All participating companies
• Search engine

E-De Geschillencommissie

Electronic feedback trade association
• Quality circle

Electronic binding decisions index
• Uniform line of decisions
• Orientation in advance
• Search engine
The Dutch ADR System

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
# The Dutch ADR System

## Funding

<table>
<thead>
<tr>
<th>Government:</th>
<th>Infrastructure</th>
<th>Fixed amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business:</td>
<td>Handling costs</td>
<td>Less cases</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Less costs</td>
</tr>
<tr>
<td>Consumer fee:</td>
<td>€ 25.- - € 125.-</td>
<td>That’s it</td>
</tr>
</tbody>
</table>
The Dutch ADR System

Conclusion

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

50 Consumer Complaints Boards
A best practice commitment from government, consumer organisations, trade and industry

www.degeschillencommissie.nl
+31 70 310 53 26