

# EU member states bodies for out-of-court settlement of consumer disputes

## Contents

- Austria.....2
- Belgium.....2
- Bulgaria..... 2
- Croatia.....3
- Cyprus..... 3
- Czech Republic.....4
- Denmark.....4
- Estonia..... 4
- Finland..... 5
- France.....5
- Germany.....6
- Greece.....6
- Hungary.....7
- Iceland.....7
- Ireland.....7
- Italy.....7
- Latvia.....8
- Lithuania.....8
- Luxembourg.....8
- Malta.....9
- Netherlands.....9
- Norway.....9
- Poland.....9
- Portugal.....10
- Romania.....10
- Slovakia.....10
- Slovenia.....11
- Spain.....11
- Sweden.....11

## Austria

### Mediation for consumer transactions

Address: Mariahilfer Straße 103, Stiege 1, Top 18, Wien 1060, Austria

Email: [office@verbraucherschlichtung.at](mailto:office@verbraucherschlichtung.at)

Website: <http://www.verbraucherschlichtung.at>

Phone: +43 18906311

### Internet Ombudsman

Address: c/o Österreichisches Institut für angewandte Telekommunikation (ÖIAT);

Ungargasse 64-66/3/404, Wien 1030, Austria

Email address: [kontakt@ombudsstelle.at](mailto:kontakt@ombudsstelle.at)

Website: <http://www.ombudsstelle.at>

Phone: -

## Belgium

### Ombudsman for Trade

Address: Avenue Edmond Van Nieuwenhuysse, 8, Bruxelles 1160, Belgium

Email address: [info@ombudscom.be](mailto:info@ombudscom.be)

Website: <http://www.ombudsmanvoordehandel.be>

Phone: +32 (2) 7880520

### Consumer Mediation Service

Address: North Gate II, Boulevard du Roi Albert II, 8, Boîte 1, Bruxelles 1000, Belgium

Email address: [contact@mediationconsommateur.be](mailto:contact@mediationconsommateur.be)

Website: <http://www.mediationconsommateur.be>

Phone: +32 (2) 7025220

## Bulgaria

### General Conciliation Committee within the Commission for Consumer Protection based in Sofia

Address: ул. "Врабча" 1, ет. 3, 4 и 5, София 1000, Bulgaria

Email address: [adr.sofia@kzp.bg](mailto:adr.sofia@kzp.bg)

Website: <http://www.kzp.bg>

Phone: +359 29330517

**“Consensus” Alternative Dispute Resolution Centre**

Address: бул. "Съборни" 28, ет. 2, Варна 9000, Bulgaria

Email address: [sdr.konsensus@gmail.com](mailto:sdr.konsensus@gmail.com)

Website: [not available](#)

Phone: +359 878608718

**‘NAIS’ Alternative Dispute Resolution Centre of the National Association for Extrajudicial Settlements**

Address: ул. "Врабча" № 26, София, 1527 Bulgaria

Email address: [office@nais.bg](mailto:office@nais.bg)

Website: <http://www.nais.bg>

Phone: +359 29890106

## Croatia

**Mediation Centre of the Croatian Chamber of Trades and Crafts**

Address: Ilica 49/II, Zagreb 10000, Croatia

Email address: [mirenje@hok.hr](mailto:mirenje@hok.hr)

Website: [http://www.hok.hr/centar\\_za\\_mirenje](http://www.hok.hr/centar_za_mirenje)

Phone: +385 14806666

**Mediation Centre at the Croatian Chamber of Economy**

Address: Rooseveltov trg 2, Zagreb 10000, Croatia

Email address: [mirenje@hgk.hr](mailto:mirenje@hgk.hr)

Website: <http://www.hgk.hr/centar-za-mirenje/o-centru-za-mirenje>

Phone: +385 14848622

## Cyprus

**Cyprus Consumer Center for Alternative Dispute Resolution**

Address: Κυριάκου Μάτση 16, Λευκωσία 1082, Cyprus

Email address: [secretariat@adr.com.cy](mailto:secretariat@adr.com.cy)

Website: <http://www.adrcyprus.com>

Phone: +357 22519741

### **Cyprus Technical Chamber (ETEK)**

#### **Alternative Dispute Resolution Centre (ETEK ADR Centre)**

Address: 8 Kerveros Street, Nicosia 1016, Cyprus

Email address: [cyprus@etek.org.cy](mailto:cyprus@etek.org.cy)

Website: <http://www.etek.org.cy>

Phone: +357 22877644

## **Czech Republic**

### **Czech Trade Inspection Authority**

Address: Štěpánská 44, Praha 1, 11000, Czech Republic

Email address: [adr@coi.cz](mailto:adr@coi.cz)

Website: <http://www.coi.cz>

Phone: +420 296366360

### **Consumer Ombudsman**

Address: K lesíku 70/1, Praha 10, 10200, Czech Republic

Email address: [info@onlinemediator.cz](mailto:info@onlinemediator.cz)

Website: <https://onlinemediator.cz/>

Phone: +420 735053166

## **Denmark**

### **Nævnenes Hus**

Address: Toldboden 2, Viborg 8800, Denmark

Email address: [mff@naevneneshus.dk](mailto:mff@naevneneshus.dk)

Website: <http://naevneneshus.dk/>

Phone: +45 72405600

## **Estonia**

### **Consumer Appeal Board**

Address: Endla 10A, Tallinn 10122, Estonia

Email address: [avalduis@komisjon.ee](mailto:avalduis@komisjon.ee)

Website: <https://ttja.ee/tarbijavaidluste-komisjon>

Phone: +372 6201707

## Finland

### **The Consumer Disputes Board**

Address: Hämeentie 3, PL 306, Helsinki 00531, Finland

Email address: [krii@oikeus.fi](mailto:krii@oikeus.fi)

Website: <http://www.kuluttajariita.fi>

Phone: +358 295665200

## France

### **National Ombudsman Association (ANM-CONSOMMATION)**

Address: 2 Rue de Colmar, Vincennes 94300, France

Email address: [contact@anmconso.com](mailto:contact@anmconso.com)

Website: <http://www.anm-conso.com>

Phone: +33 (0) 146812095

### **Legal Conciliators' Centre for Consumer Mediation (CM2C)**

Address: HELLODOM-49 rue de Ponthieu, Paris 75008, France

Email address: [secretariat@cm2c.net](mailto:secretariat@cm2c.net)

Website: <https://www.cm2c.net>

Phone: -

### **Consumer Mediation Centre of the Institute for Expertise, Arbitration and Mediation (IEAM)**

Address: 31 bis, 33 rue Daru, Paris 75008, France

Email address: [ieam-paris@ieam.eu](mailto:ieam-paris@ieam.eu)

Website: <https://www.ieam.eu/demande-de-mediation>

Phone: -

### **Commission for Mediation between Franchises and Consumers (CMFC)**

Address: 29 Boulevard de Courcelles, Paris 75008, France

Email address: [mediation-franchise-consommateurs@franchise-fff.com](mailto:mediation-franchise-consommateurs@franchise-fff.com)

Website: <https://www.mediation-franchise.com/>

Phone: -

### **FEVAD Ombudsman for e-commerce (Federation for e-commerce and distance selling)**

Address: 60 rue la Boétie, Paris 75008, France

Email address: [mediateurduecommerce@fevad.com](mailto:mediateurduecommerce@fevad.com)

Website: <http://www.mediateurfevad.fr>

## Germany

### **Extrajudicial Dispute Resolution Body for Consumers and Companies**

Address: Gohliser Str. 6, Leipzig 04105, Germany

Email address: [kontakt@streitbeilegungsstelle.org](mailto:kontakt@streitbeilegungsstelle.org)

Website: <https://www.streitbeilegungsstelle.org>

Phone: +49 34156116370

### **Federal Universal Arbitration Board – Centre for Arbitration**

Address: Straßburger Str. 8, Kehl 77694, Germany

Email address: [mail@universalschlichtungsstelle.de](mailto:mail@universalschlichtungsstelle.de)

Website: <https://www.universalschlichtungsstelle.de>

Phone: +49 78517957940

## Greece

### **ADR Point – ALternative Dispute Resolution Centre**

Address: ΤΣΙΜΙΣΚΗ 7 & Ι. ΔΡΑΓΟΥΜΗ, ΘΕΣΣΑΛΟΝΙΚΗ 54625, Greece

Email address: [info@adrpoint.gr](mailto:info@adrpoint.gr)

Website: <http://www.adrpoint.gr>

Phone: +30 2310510005

### **Independent Authority ‘Consumer Ombudsman’**

Address: ΛΕΩΦΟΡΟΣ ΑΛΕΞΑΝΔΡΑ 144, ΑΘΗΝΑ 11471, Greece

Email address: [grammateia@synigoroskatanaloti.gr](mailto:grammateia@synigoroskatanaloti.gr)

Website: <http://www.synigoroskatanaloti.gr>

Phone: +30 2106460862

### **Institute for Alternative Dispute Resolution – startADR**

Address: 26ης Οκτωβρίου 26, Θεσσαλονίκη 54627, Greece

Email address: [info@startadr.org](mailto:info@startadr.org)

Website: <http://www.startadr.org>

Phone: +30 2310536100

## Hungary

### **Hungarian Financial Arbitration Board**

Address: Krisztina krt. 39, Budapest 1013, Hungary

Email address: [ugyfelszolgalat@mnbb.hu](mailto:ugyfelszolgalat@mnbb.hu)

Website: <https://www.mnbb.hu/en/hungarian-financial-arbitration-board>

Phone: +36 80203776

## Iceland

### **Consumer Complaints Committee**

Address: Borgartún 21, Reykjavík 105, Iceland

Email address: [karenb@neytendastofa.is](mailto:karenb@neytendastofa.is)

Website: <http://kvth.is>

Phone: +354 5101125

## Ireland

### **Financial Services and Pensions Ombudsman**

Address: Lincoln House, Lincoln Place Dublin 2, D02 VH29 Ireland

Email address: [info@fspo.ie](mailto:info@fspo.ie)

Website: <https://www.fspo.ie/>

Phone: +353 15677000

### **NetNeutrals EU Ltd.**

Address: Johnstown Business Centre, Johnstown, Naas, Co Kildare, W91C99T, Ireland

Email address: [cmclaughlin@netneutrals.eu](mailto:cmclaughlin@netneutrals.eu)

Website: <http://www.netneutrals.eu>

Phone: +353 15312836

## Italy

### **Arbitration board for mediation at the Bari Chamber of Commerce**

Address: Corso Cavour 2, Bari 70121, Italy

Email address: [cciaa@ba.legalmail.camcom.it](mailto:cciaa@ba.legalmail.camcom.it)

Website: [Camera Arbitrale e della Mediazione della Camera di Commercio di Bari -  
CONTATTI \(camcom.it\)](http://CameraArbitrale.e.della.Mediazione.della.Camera.di.Commercio.di.Bari-.CONTATTI.camcom.it)

Phone: +39 0802174380, +39 0802174320

**Conciliation Chamber of the Chamber of Commerce, Industry, Crafts and Agriculture (CCIAA) Irpinia Sannio**

Address: piazza Duomo 5, Avellino 83100, Italy

Email address: [conciliazione.av@irpiniasannio.camcom.it](mailto:conciliazione.av@irpiniasannio.camcom.it)

Website:

<http://www.irpiniasannio.camcom.it/adr-giustizia-alternativa/conciliazione-consumo>

Phone: +39 0825694288

**Joint Conciliation Body, Netcomm Consortium - Consumers' Associations**

Address: Via Pantano 9, Milano 20122, Italy

Email address: [conciliazione@consorzionetcomm.it](mailto:conciliazione@consorzionetcomm.it)

Website: <http://www.consorzionetcomm.it>

Phone: +39 02 58370580

## Latvia

**Consumer Rights Protection Centre (Consumer Dispute Resolution Committee)**

Address: Brivibas iela 55, Rīga 1010, Latvia

Email address: [pasts@ptac.gov.lv](mailto:pasts@ptac.gov.lv)

Website: <http://www.ptac.gov.lv>

Phone: +371 67388624

## Lithuania

**State Consumer Rights Protection Authority**

Address: Vilniaus g. 25, Vilnius 01402 Lithuania

Email address: [tarnyba@vvtat.lt](mailto:tarnyba@vvtat.lt)

Website: <http://www.vvtat.lt>

Phone: +370 5 2626751

## Luxembourg

**National Consumer Ombudsman Service**

Address: 6, rue du Palais de Justice, Luxembourg 1841L uxembourg

Email address: [info@mediateurconsommation.lu](mailto:info@mediateurconsommation.lu)

Website: <http://www.mediateurconsommation.lu>

Phone: +352 461311



## Malta

### **Complaints and Conciliation Directorate (Residual ADR) - Office for Consumer Affairs**

Address: Mizzi House, National Road, Blata l-Bajda HMR9010, Malta

Email address: [grace.stivala@mccaa.org.mt](mailto:grace.stivala@mccaa.org.mt)

Website: <http://www.mccaa.org.mt>

Phone: +356 23952000

### **Pardee Consulta**

Address: First Floor, Victoria Building, Ghenieq Street, Naxxar NXR 3622, Malta

Email address: [info@pardeeconsulta.eu](mailto:info@pardeeconsulta.eu)

Website: <http://www.adrbypardee.eu>

Phone: +356 21433000

## Netherlands

### **Foundation for Consumer Complaints Committees (SGC)**

Address: Bordewijklaan 46, Den Haag 2591RX, Netherlands

Email address: [Contactinnameklacht@degeschillencommissie.nl](mailto:Contactinnameklacht@degeschillencommissie.nl)

Website: <http://degeschillencommissie.nl>

Phone: +31703105310

## Norway

### **The Consumer Authority**

Address: Postboks 2862, Skien, 3702, Norway

Email address: [inntak@forbrukertilsynet.no](mailto:inntak@forbrukertilsynet.no)

Website: <https://www.forbrukertilsynet.no/>

Phone: +47 23400600

## Poland

### **Polish Financial Ombudsman**

Address: ul. Nowogrodzka 47A 00-695 Warsaw

Email address: [biuro@rf.gov.pl](mailto:biuro@rf.gov.pl)

Website: [www.rf.gov.pl](http://www.rf.gov.pl)

Phone: +48 22 333-73-26, +48 22 333-73-27

## Portugal

### **CIAB - Information, Mediation and Arbitration Centre for Consumer Disputes (Consumer Court of Arbitration)**

Address: Rua D. Afonso Henriques, 1, Braga 4700030, Portugal

Email address: [geral@ciab.pt](mailto:geral@ciab.pt)

Website: <http://www.ciab.pt>

Phone: +351 253 617 604

### **CNIACC - National Information and Arbitration Centre for Consumer Disputes**

Address: Faculdade de Direito da Universidade Nova de Lisboa - Campus de Campolide, Braga 4700030, Portugal

Email address: [geral@cniacc.pt](mailto:geral@cniacc.pt)

Website: <http://www.cniacc.pt/>

Phone: +351 253619107

## Romania

### **National Authority for Consumer Protection - Directorate for Alternative Dispute Resolution**

Address: Blvd. Aviatorilor nr.72, Bucuresti 011865, Romania

Email address: [dsal@anpc.ro](mailto:dsal@anpc.ro)

Website: <http://www.anpc.gov.ro/categorie/1271/sal>

Phone: +40 213 121 275

## Slovakia

### **Slovak Trade Inspection**

Address: Prievozská 32, Bratislava 82799, Slovakia

Email address: [adr@soi.sk](mailto:adr@soi.sk)

Website: <http://www.soi.sk>

Phone: +421 258272123

### **Consumer protection society (S.O.S) Poprad**

Address: Bajkalská 2335/3, Poprad, 05801, Slovakia

Email address: [info@sospotrebitelov.sk](mailto:info@sospotrebitelov.sk)

Website: <http://www.sospotrebitelov.sk>

Phone: +421 522861300

## Slovenia

### **The Association of Mediators of Slovenia**

Address: Poljanski nasip 2, Ljubljana 1000, Slovenia

Email address: [drustvo.mediatorjevslo@siol.net](mailto:drustvo.mediatorjevslo@siol.net)

Website: <http://www.slo-med.si/>

Phone: +38 631591744

### **European Centre for Dispute Resolution**

Address: Tomsiceva ulica 6, Ljubljana 1000, Slovenia

Email address: [info@ecdr.si](mailto:info@ecdr.si)

Website: <http://www.ecdr.si>

Phone: +386 (0) 82056590

## Spain

### **Mediation Service of the Catalan Consumer Agency**

Address: Carrer del Foc, 57, Barcelona 08038, Spain

Email address: [mediacio@gencat.cat](mailto:mediacio@gencat.cat)

Website: <http://consum.gencat.cat>

Phone: +34 938574000

## Sweden

### **National Board for Consumer Disputes**

Address: Box 174, Stockholm 10123, Sweden

Email address: [arn@arn.se](mailto:arn@arn.se)

Website: <https://www.arn.se>

Phone: +46 850886000