



Council of the European Union  
General Secretariat

Brussels, 12 June 2025

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**Interinstitutional files:  
2023/0376 (COD)**

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WK 7336/2025 ADD 1

**LIMITE**

**CONSOM**

**MI**

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**COMPET**

**DIGIT**

**CODEC**

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**NOTE**

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From:	General Secretariat of the Council
To:	Working Party on Consumer Protection and Information (Attachés) Working Party on Consumer Protection and Information
N° Cion doc.:	ST 14434/23
Subject:	Proposal for a DIRECTIVE OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL amending Directive 2013/11/EU on alternative dispute resolution for consumer disputes, as well as Directives (EU) 2015/2302, (EU) 2019/2161 and (EU) 2020/1828 - Recitals for line 70

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Delegations will find attached the above-mentioned document following the Working Party meeting on 10 June 2025.

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WK 7336/2025 ADD 1

**LIMITE**

**EN**

(15) To provide effective assistance to consumers and traders in cross-border disputes, it is necessary to ensure that Member States establish ADR contact points with clearly defined tasks. European Consumer Centres (“ECCs”) are well placed to perform such tasks, as they are specialised in assisting consumers with issues with their cross-border purchases, but Member States should also be able to choose other bodies with relevant expertise. Those designated ADR contact points should be communicated to the Commission and will be part of the network established by the latter.

(15b) ADR contact points should provide assistance, upon request, to consumers intending to submit a cross-border dispute to an ADR entity. Their role should be limited to offering support and guidance and should not involve submitting complaints on behalf of consumers or representing them in the dispute. The assistance provided should facilitate communication between the parties and the ADR entity and may include identifying the competent ADR entity, providing information regarding procedural rules, helping to prepare and transmit relevant documentation. Such facilitation may also involve, where appropriate, providing the results of the machine translation of information, documents or procedural rules. ADR contact points may also provide general information on consumer rights under Union and national law, and inform the parties of other available means of redress where a dispute cannot be resolved through ADR. Consumers and traders may seek assistance from the ADR contact point in the Member State of their residence or establishment, respectively. Taking into account the minimum harmonisation nature of Directive 2013/11/EU, Member States have the possibility of allowing ADR contact points to provide assistance to consumers and traders when accessing ADR entities also with regards to domestic disputes. Such extended assistance could include providing assistance to vulnerable consumers, for example, consumers with no or limited access to digital technologies. .