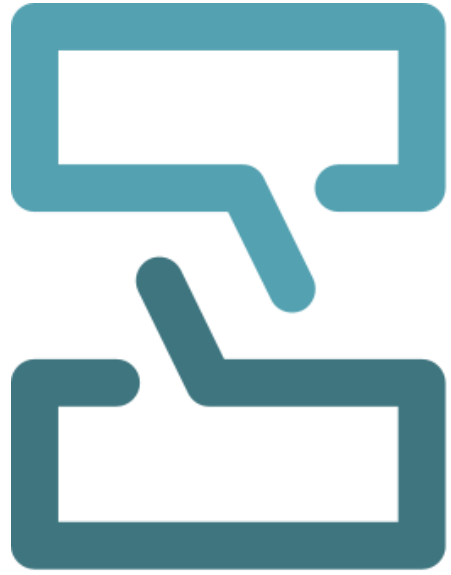




EADR

European Alternative
Dispute Resolution

ADR4EU

Cross-Border Consumer Protection
through ADR Innovation

Gaming in Holland Conference
Amsterdam, 4 June 2026

Introduction by Jochen Biewer



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Resolving disputes outside court



Outside court

ADR helps consumers and businesses address disputes outside court.



Organised handling

EADR's work connects consumer complaints with an organised dispute handling process.



Clear next steps

Clear information helps both parties understand the procedure and their next steps.



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An 18-month project led by EADR

Strengthening national and cross-border consumer protection through ADR innovation.

5

areas of project activity



Improve awareness
of ADR



Strengthen the capacity
to handle disputes

Single Market Programme | Project 101266924



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Five areas of project activity



01

Awareness and industry engagement

Making ADR
services more
visible and
understood.



02

Digital case handling

Improving intake,
correspondence and
case tracking.



03

Specialised staff training

Developing skills
that support ADR
service delivery.



04

Complaint analysis

Identifying patterns
and opportunities for
improvement.



05

Peer learning

Exchanging
experience with
another ADR entity.



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ADR and the Dutch gaming industry

Consumers need clear routes to dispute resolution



Industry awareness can help consumers find ADR and help businesses understand its role.



ADR4EU combines awareness activities with work on case handling and complaint evidence.

Talk to us at the EADR stand



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