

ADR4EU

Cross-Border Consumer Protection
through ADR Innovation



EADR Complaint Statistical Analysis Report 2024–2025

What two years of consumer complaints tell us.

113

COMPLAINTS
ANALYSED

2

YEARS

3

SIGNALS TO MONITOR



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The numbers, 2024 → 2025

67 → 46

Complaints analysed

Recorded volume fell 31.3%.

79% → 94%

Cases closed

79.1% in 2024, 93.5% in 2025.
Includes rejected and out-of-scope cases.

52.5 → 35

Median days to close

Valid cases only; coverage rose from 26.9% to 89.1%.

44.4% → 77.4%

Cross-border share

Of classifiable cases (9 in 2024, 31 in 2025). A licence-jurisdiction proxy.



What stood out

1

Access to ADR

Operator non-participation or refusal rose from 1.5% to 26.1% of cases, with consumers from seven countries.

2

Better data in 2025

Received-date completeness rose from 44.8% to 97.8%, so some year-on-year differences partly reflect better recording.

3

A coding gap

93 of 113 cases had no substantive issue recorded, which limits deeper analysis.



Recommended next steps

Structured intake

Mandatory received date, closure date and outcome fields.

Issue taxonomy

A controlled primary-issue code on every new case.

Participation code

A dedicated code for operator non-participation.

Cross-border fields

Consumer and trader country, to measure real corridors.

Monitoring

Monthly dashboard and a quarterly anonymised cross-border brief.



Good ADR depends on good data.

For more information about the project visit:

eadr.eu/eu-project-adr4eu

Source: D5.1 EADR Complaint Statistical Analysis Report (2024-2025), WP5

This report is our baseline for more transparent, measurable service delivery and for EU-level consumer protection discussions.

All 113 eligible records concerned gambling-related disputes. This is EADR's caseload, not a market-wide sample.

Historical year-to-year changes are not evidence of impact caused by ADR4EU.



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