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Second Consumer Markets Scoreboard

PART 3

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Second Consumer Markets Scoreboard

PART 3

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3. BENCHMARKING THE CONSUMER ENVIRONMENT IN THE MEMBER STATES

The institutional framework in which consumers operate is partly the result of EU legislation but it is also to a large extent dependent on national action. Effective national consumer policies and institutions are therefore important for the functioning of national markets and of the EU market. This section provides information to help benchmark the consumer environment in the Member States.

The information is presented as country consumer statistics divided into enforcement and empowerment.

Effective enforcement of rules on consumer protection and product safety is indispensable for the functioning of markets and improved outcomes for consumers. Public authorities play a key role in enforcement both by market surveillance activities and by creating the right institutional set-up to involve other stakeholders: consumers, businesses, regulators and consumer organisations. Whether or not consumers feel their rights are protected, businesses play fair and products are safe is very much a function of effective enforcement. Figures presented in the enforcement section show that enforcement across the EU is far from uniform.

Empowered consumers are key to the smooth functioning of markets as they reward suppliers that operate fairly and best respond to consumers' needs. Empowered consumers have the capacities to understand and process the information available to them. They know their rights and they exercise these rights. They are willing to pro-actively seek information, to complain when faced by a problem and to seek redress when their rights are violated. They also know the institutions and organisations available to help them or they know how to find the information they need. However, whether consumers fully exploit their potential as market players is not only a function of their own attitude and knowledge, but also of the attitude and trustworthiness of the institutions and businesses involved: consumers' perception of their chances of success is an important determinant in whether they do complain/seek redress, or not.

The country consumer statistics include data from the sources listed below. Details of the methodology, sample sizes and precision (standard errors) can be found in the source publications. Eurobarometer questions to consumers and retailers generally relate to the last twelve months.

- Special Eurobarometer 298 — Consumer protection in the internal market, June 2008
- Special Eurobarometer 252 — Consumer protection in the internal market, March 2006
- Flash Eurobarometer 224 — Business attitudes towards cross-border sales and consumer protection, September 2008
- Flash Eurobarometer 186 — Business attitudes towards cross-border sales and consumer protection, October 2006
- Flash Eurobarometer 243 — Consumers' views on switching service providers
- RAPEX annual report 2007

- Evaluation of the effectiveness and efficiency of collective redress mechanisms in the European Union, 2008
- Information on market surveillance activities, sweeps, and public funding for national consumer organisations provided by Member States

The majority of data in the country consumer statistics are percentages. This allows for better comparisons between Member States than absolute figures which are dependent on the size of the country. A number of Eurobarometer questions included in the country consumer statistics were asked in 2006 as well, permit a comparison. It should be noted, however, that the 2006 data refer to 25 Member States, whereas the 2008 data refer to 27 Member States. Where relevant and where data are available, the country consumer statistics include information on the relative change as compared to earlier figures, the difference between the country's figure and the EU-27 average and for new member States the difference between the country's figure and the EU-12 average values. The EU-27 average values are the benchmarks for countries' performances. The comparison to the EU-12 averages provides additional information to put a country's performance into perspective.

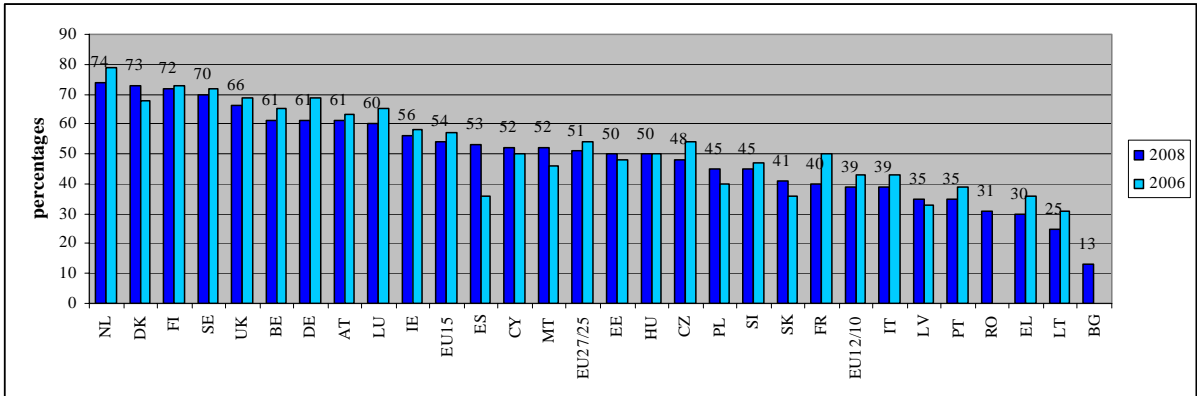
Care is needed when interpreting the information in the country consumer statistics. A high number of complaints can point to a problem in the market, or can be the result of a well-functioning complaints system. A large number of consumers who tried to have a product replaced or repaired may indicate a large number of defective goods on the market, or it may reflect the fact that consumers are well aware of their rights and exercise them. Awareness can play a role in a number of indicators: comparing offers, coming across misleading, deceptive or fraudulent offers, or recognising when you are being coerced or pressurised into purchasing a product or signing a contract. Expectations can also play a vital role in measuring, for example, satisfaction with complaint handling. That is why the information in the country consumer statistics does not allow us to draw major conclusions, only to make factual observations.

However, a number of figures are highlighted in green and red to indicate good and bad performance. Figures that can be interpreted ambiguously are not coloured. Relative changes smaller than or equal to 3% are also not coloured. However, the colours are only indications of the countries' potential strengths and weaknesses and are not verdicts on performance. Countries' performances with respect to both enforcement and empowerment indicators are influenced by a multitude of factors that are not all captured through the figures available: therefore, the available information can be used only to signal something worth investigating in more detail. Finally, the highest and lowest values of each indicator have been highlighted in colour in the individual country sheets.

Data in country consumer statistics

Just over half of European consumers (51%) feel that they are adequately protected by existing consumer measures, slightly less than in 2006 (54%). This (slightly) decreasing pattern is common across the Member States, except for Latvia, Slovakia, Poland, Estonia, Malta, Cyprus, Spain and Denmark. The most significant increase is in Spain. Figure 89 shows that differences in consumers' perception between Member States are important.

Figure 89: Percentage of consumers who feel adequately protected by existing measures



Sources: Special Eurobarometer 298, Consumer Protection in the Internal Market, June 2008 and Special Eurobarometer 205, Consumer Protection in the Internal Market, March 2006

Question: Do you feel that you are adequately protected by existing measures to protect consumers?

Enforcement

More than half of Europeans (54%) believe public authorities protect their rights well and slightly more (59%) believe sellers and providers respect their rights. Both percentages are somewhat lower than in 2006. This decrease seems to confirm the analogous pattern found when consumers were asked whether they felt adequately protected by existing consumer measures. Finnish consumers have more trust in public authorities (81%) and in businesses (88%) than consumers in any other Member State; the opposite is true for Bulgaria (27% and 20% respectively).

Figures gathered through the General Product Safety Directive Committee show important differences between Member States in terms of budgets for market surveillance activities and numbers of inspectors involved. However, since 2008 was the first year these figures were collected and because national systems differ considerably, the scope of the data may be different, thus limiting their value for comparison.

The Unfair Commercial Practices Directive obliges businesses not to mislead consumers or subject them to aggressive commercial practices. The survey figures show that among consumers in the old Member States there is a higher percentage of people saying they came across misleading, deceptive or fraudulent advertisements and offers than among consumers in the new Member States. One in seven respondents felt coerced or pressurised to purchase a product or sign a contract; in the Czech Republic the figure is one in four. Of course, awareness plays a crucial role, as consumers need to recognise they have been victims of an unfair commercial practice.

Thirty percent of European consumers who made an internet purchase have experienced delivery problems when making a distance purchase over the internet, phone or post. This is significantly more than in 2006 (23%). In five small Member States — Ireland, Cyprus, Luxembourg, Hungary and Slovakia — consumers experience fewer problems with delivery in 2008 as compared to 2006; in five other countries delivery problems remained more or less stable. Not surprisingly, consumers in big countries such as France (38%), Italy (37%), Spain (35%) and the UK (34%) experience more delivery problems, though this does not apply to Germany (25%).

The survey data show that exercising consumer' rights pays off, as sellers generally comply with legislation. EU legislation guarantees the right to return defective goods, to have them repaired or reduced in price and to have a contract cancelled if the purchased goods do not conform to the original sales contract. It also provides for a 'cooling-off period' allowing consumers to change their mind when buying something at a distance. Nine out of ten EU consumers who tried to return a purchase or cancel a contract within the cooling-off period when purchasing over the internet, post or phone, managed to do so. Eight out of ten EU consumers were able to replace, repair or get a price reduction for a defective product or cancel an irregular contract. However, the number of consumers who do actually try to exercise these rights is still quite low (the figures are shown in the empowerment section).

EU sweeps are joint investigation and enforcement actions carried out by Member States' authorities to check for compliance with consumer protection legislation. What actually happens is that authorities systematically check websites for practices that breach consumer law. These breaches might involve, for example, unclear price information, incomplete trader information, misleading advertisements, non-availability of offers or problems related to contract terms. A sweep of websites selling airline tickets showed irregularities on one out of three websites checked. These figures should be interpreted with care: a lower number of irregularities does not necessarily mean better compliance; it may simply be the result of a stricter interpretation of what constitutes a breach. A more recent sweep of ring-tone selling websites resulted in further investigation of 83% of these websites.

Product safety

RAPEX is the EU rapid alert system for the notification of dangerous non-food consumer products. The country figures for serious risk notifications in 2007 are presented and compared to figures in 2006. Overall the number of serious risk notifications increased from 924 in 2006 to 1355 (46.6%) in 2007. These increases can be attributed to a number of factors, such as more effective product safety enforcement by national authorities and increased awareness of businesses vis-à-vis their responsibilities. Comparison with the EU averages is not shown, since these are absolute figures and larger countries are expected logically to have more notifications.

A relatively high number of consumers in Greece (39%), Romania (38%) and Cyprus (29%) are worried that a significant number of products are unsafe. This is substantially higher than the average European level of concern (18%) and well above the opinion of Finns (3%) and Dutch (4%). On the retailer side, 16% across Europe think a substantial number of products are unsafe. Again there are major differences between Member States: from 42% in Greece and 37% in Italy to 2% in Finland.

Almost three out of four retailers in France (74%) and Luxembourg (73%) stated that the authorities checked the products they sold. Retailers in the Czech Republic (22%), Finland (26%) and Ireland (26%) are much less likely to encounter such inspections. In all EU countries, less than half of the retailers indicated that any of their products had been recalled or withdrawn in the last twelve months. The highest recalls are found in Luxembourg (45%), Norway (42%) and Belgium (39%). Czech retailers are at the low end of the ranking with only 5% reporting that products were recalled or withdrawn.

While three out of four European consumers have heard of non-food products being recalled from the market in the last twelve months, only one out of ten had personal experience with product recalls. Again, there are considerable differences between Member States: the highest percentages were recorded in Slovakia (90%), the Czech Republic (89%), Germany (87%) and France (87%), while just over a third of Maltese respondents (35%) stated they had heard

of non-food products being recalled from the market. Personal experience with product recalls ranges from 2% in Bulgaria to 18% in Greece. In most countries where respondents are more likely to have heard of product recalls, personal experience with recalls is also more widespread.

Empowerment

Complaints are a clear indicator of problems consumers have encountered on the market. Survey figures for 2008 show that 16% of European consumers have made a complaint to sellers and providers about a problem they encountered. This is slightly more than in 2006. Consumers in Northern countries such as Sweden (34%), the Netherlands (25%), the UK (24%) and Germany (24%) are most likely to complain whereas consumers in new Member States such as Bulgaria (4%), Latvia (5%), Lithuania (6%) and Romania (6%) complain less than the average (16%) European consumer. Important to note is that more than three out of four respondents say they have not encountered problems meriting a complaint. About half of European consumers who had made a complaint in the past twelve months were satisfied with the way their complaint was dealt with, which is slightly less than in 2006. Country figures range from 30% in France to 80% in Slovakia, but should be regarded as indicative only because the bases are too small to be statistically reliable. About half (51%) of the respondents who felt their complaints were not dealt with satisfactorily did not take any further action. Country-level analysis is not possible for this issue because the incidence was too low.

Consumers need assurance that when problems arise with retailers they have efficient and effective mechanisms to seek redress. In addition to traditional judicial mechanisms, Alternative Dispute Resolution (ADR) schemes, using an arbitrator, mediator or ombudsman, can help in reaching agreements between consumers and retailers. Collective redress can also be a means of addressing problems when consumers find it difficult to deal with problems individually or when cost outweighs benefit. Only four out of ten respondents to the 2008 survey find it easy to resolve disputes with sellers / providers through alternative dispute resolution (ADR) mechanisms and only three out of ten find it easy to resolve disputes through courts. Despite significant differences between countries, there are only four countries (Belgium, Cyprus, Netherlands and UK) where half or more of the respondents find it easy to resolve disputes through ADR and in all these countries figures are lower than in 2006. On the other hand, two out of three retailers know of ADR mechanisms though fewer than one in five use them. Maltese (32%) and Italian (27%) retailers are most likely to have used ADR mechanisms and are also most aware of their existence (89% and 91% respectively).

Fewer than half of the Member States offer collective redress mechanisms to consumers, despite the fact that demand seems high in most countries: overall 76% of consumers state that they would be more willing to defend their rights in court if they could join a collective action. The total number of collective redress cases filed, since the introduction of the mechanism in the 12 Member States that have systems in place, ranges from zero to 201: France, which was the first country to have a collective redress system in place, is also the country with the highest average number of actions filed per year (about 20) over the last decade. The average number of litigants involved per million inhabitants ranges from 0.37 litigants in Germany to 22 472 in Portugal, where a major telecommunications case took place.

Empowered consumers know how to compare offers and assess which providers offer the most interesting deals. They will switch providers if they can get a better deal elsewhere.

Switching rates are therefore a major indication of the choice consumers have and their ability to exercise this choice. National averages across eleven sectors were calculated to measure how many consumers switched service providers, how many got a lower price after switching and how difficult consumers find it to compare offers. Consumers in the UK switch providers much more often than consumers in other Member States: one in four UK consumers switched providers in the past two years, compared with an EU average of one in seven. About 70% of those who switched paid less afterwards, but these figures are much lower in some new Member States such as Slovakia (36%), Bulgaria (37%) and Malta (38%). Almost a third of European consumers find it difficult to compare offers from service providers; slightly over a third has used price comparison websites to compare offers. Use of these sites, however, differs significantly across Member States and ranges from 10% in Bulgaria to 68% in Sweden.

Survey data are presented to measure whether consumers are exercising their consumer rights. Almost one in five consumers have returned a product or cancelled a contract within the ‘cooling-off’ period after a purchase made over the internet, by post or by phone. This is slightly more than in 2006. Notable country differences can be observed, with small percentages in Cyprus (1%), Malta (6%) and Lithuania (6%), whereas more than 30% of consumers in Austria and Germany made use of their ‘cooling-off’ rights. Consumers who buy products which do not conform to the original sales contract or which prove defective within two years of delivery can have the product replaced, repaired, reduced in price or the contract cancelled. Sixteen percent of European consumers (15% in 2006) exercised this right. Consumers in Sweden (31%) and the Czech Republic (30%) are most likely to exercise their warranty rights whereas consumers in Bulgaria (7%), Greece (8%), and Latvia (8%) are less likely than the average consumer to exercise these rights.

Monitoring the consumer movement is an essential part of monitoring the consumer environment at national level. Effective consumer organisations are needed not only to represent the consumer interest but also to help empower consumers by increasing awareness of their rights and assertiveness. The section on consumer organisations presents two sets of data. Firstly, survey data on consumers’ trust in consumer organisations: 64% of consumers across the EU say they trust independent consumer organisations to protect consumers’ rights. However, there are big differences between the countries, ranging from 22% (Bulgaria) to 87% (the Netherlands). The difference between trust in consumer organisations and trust in public authorities is also shown; in most Member States consumers trust consumer organisations more than public authorities to protect their rights. In Bulgaria, Latvia, Malta, Romania, Finland and especially in Cyprus, trust in public authorities is higher.

A second dataset shows public funding to national consumer organisations, as these figures help to indicate the organisations’ economic capacity. The situation varies considerably across the Member States, reflecting both different country sizes and different traditional approaches to consumer policy.

Next steps

It is clear from the colour highlighting in the country consumer statistics that all countries have both strong and weak points. However, these indicators do not fully capture the consumer environment: the number of indicators is limited and no analysis has been carried out on the reasons behind these figures (such as expectations and awareness). To get a more comprehensive picture in the future, work will be undertaken to develop additional indicators applicable to all national systems and reflecting input, output and results of enforcement and empowerment.

In collaboration with the Consumer Protection Cooperation and General Product Safety Directive Committees, work began on developing enforcement indicators in 2008. These indicators should monitor overall enforcement capacity, track enforcement developments in the Member States and, in time, reflect the overall effectiveness of enforcement. A considerable amount of information was gathered as a result of the first data collection exercise. However, as illustrated in table 6 below which contains the results of the first data gathering exercise with CPC enforcement authorities, most of these data are not sufficiently reliable or comparable for publication, so further work needs to be done on enforcement indicators to ensure the requisite quality of data in the future.

Table 6 – CPC enforcement indicators

As a result of consultation within the Consumer Protection Cooperation (CPC) Committee, Member States were requested to send data on the following three indicators and relating to the year 2007:

- *number of inspections, defined as all investigative actions prior to a notification of non-compliance in respect of a single trader (e.g. premises visited, websites checked)*
- *number of notifications of non-compliance to trader; defined as including all formal notifications as well as other acts resulting in a business' commitment to cease a commercial practice that infringes consumer legislation*
- *number of court cases, defined as either lodged by authorities or by consumer organisations in countries where this is the practice (ex. Germany and Austria)*

Twenty-four Member States and Iceland replied to this request for data, providing the Commission with interesting evidence on national enforcement systems and their functioning. These replies have shown that national authorities function differently, use different measures of their activities, and have different interpretations of the three indicators. The requested information is not always available and sometimes difficult to collect. The numbers in the table below are therefore not comparable or complete, for example:

- In some countries there are no court cases but administrative procedures
- In some countries notifications are made on the basis of inspections and consumer complaints

Moreover, many Member States pointed out that enforcement action covers more activities than the ones captured by the three indicators – for example information, education, counselling, mediating and negotiating with businesses and sectors – and that a significant amount of resources are spent on these activities.

	# of inspections	# of notifications to trader	# of court cases
BE	21093	2940	1209
BG	9489	1333	4
CZ	171531	11694	0 ¹
DK	375 ²	246 ³	10
DE	114 075	11393	
EE	4245	1234	0 ⁴
EL ⁵	84525	7268	247
ES	191464	191464	0 ⁶
FR	231356 ⁷	42402	4548
IE	6372 ⁸	n/a	20 ⁹
IT ¹⁰	265	2874	113
CY	630	135	9
LV	1054	305	0
LT	947	307	1
LU ¹¹	n/a	134 ¹²	n/a
HU	9807	3012	0
MT	18118	184	10
NL ¹³	692	84	0
AT ¹⁴	24000	1053	309
PL	400	1200	100
PT ¹⁵	992	645	238 ¹⁶
RO	122197	83489	1070
SI	17264	0 ¹⁷	n/a
SK	38026	5383 ¹⁸	91 ¹⁹
FI	6618	2446	9
SE ²⁰	1547	527	39
UK ²¹	7858	1135	592 ²²
IS	338	116	0

¹ Enforcement authorities cannot take legal action, but they can impose measures and initiate administrative proceedings. The number of administrative proceedings is 8271.

² The number refers to 2008 (1/1 to 8/10) and only includes cases pursued under the Marketing Practices Act.

³ The number is the total number of notifications issued between 1/1/2008 and 8/10/2008. It includes cases opened in 2006 and 2007.

⁴ There are no court cases because according to the Estonian legal system the surveillance body has the right to use in case of infringement several administrative measures.

⁵ Numbers are based on partial data from certain competent authorities and a consumer organisation. Three out of six competent authorities sent no data.

⁶ The number of administrative records (administrative procedures ending with a fine) is 48142

⁷ The number refers to visits. The number of actions undertaken during visits is 279811.

⁸ Figures provided by three out of eight authorities.

⁹ Irish practice is to encourage compliance and court cases are actions of a last resort. Four cases were taken in civil courts and 16 in the criminal courts.

¹⁰ The numbers are based on data from four enforcement authorities.

¹¹ Data for 2007 are not available because the competent bodies have been appointed only in April 2008 in the framework of a new law (adopted 23/4/2008) dealing with sanctions for infringing consumer rights.

¹² This figure relates to notifications by 1 competent authority; figures of other authorities are not available.

¹³ The figures are based on the information of two out of six competent authorities, relate almost entirely to the Netherlands Consumer Authority and are rough estimates.

¹⁴ Numbers are the result of enforcement carried out by public authorities and private NGOs.

¹⁵ The numbers refer to 2008 (1/1/2008-17/10/2008) and does not include data from all the competent authorities.

¹⁶ The number refers to 'final decisions' from 2008 and those transferred from previous years.

¹⁷ Notifications of non-compliance to trader are not foreseen in the relevant legislations.

¹⁸ There are no notifications to trader. The number reflects the number of inspections resulting in non-compliance.

¹⁹ The number of cases submitted to police authorities

²⁰ The numbers reflect activities from the consumer and medical products agencies but not from the financial supervisory authority.

²¹ The totals include different categories of actions from different authorities.

²² The number includes 289 adverts changed or withdrawn after investigation related to misleading advertising.

In the same vein, discussions have started within the Consumer Policy Network to identify and develop suitable indicators for monitoring the consumer movement across the EU. Some indicators are currently under scrutiny (for example: number of consumer organisations, membership of consumer organisations, non-public income). Another possibility is monitoring the amount of consumer-related information that is available through media channels. For example, a study could analyse to the coverage of consumer affairs information in national broadcasts and the press, looking at indicators such as number of hours, share of viewers, amount of press coverage, number of visits/contacts to consumer organisations' websites, etc.

Finally, effort will be devoted to develop indicators to measure redress and consumer detriment. All work on indicators will be carried out in close collaboration and consultation with stakeholders.



		EU27 2008	EU25 2006	EU12 2008	EU10 2006
3.0	Percentage of consumers who feel adequately protected by existing measures	51%	54%	39%	43%
	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	54%	57%	42%	41%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	59%	62%	45%	48%
3.1.3	Budget for market surveillance activities (in % of total national budget)				
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)				
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	42%		38%	
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	27%		25%	
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	14%	13%	11%	13%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	30%	23%	25%	19%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	89%		92%	
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	90%		80%	
3.1.11	Sweep on airlines - % of sites without irregularities	67%		74%	
3.1.12	Sweep on ring-tones - % of sites further investigated	83%		83%	
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 – serious risk notifications	50	34	40	28
3.1.14	Percentage of consumers who think a significant number of products are unsafe	18%		22%	
3.1.15	Percentage of retailers who think a significant number of products are unsafe	16%		20%	
3.1.16	Percentage of retailers whose products were checked by authorities	46%		53%	
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	22%		14%	
3.1.18	Percentage of consumers who have heard of product recalls	75%		67%	
3.1.19	Percentage of consumers who have been personally affected by a product recall	10%		7%	
	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	16%	14%	11%	12%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	5%		7%	
3.2.3	Percentage of consumers who were satisfied with complaint handling	51%	54%	59%	50%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	39%	42%	39%	29%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	30%	32%	20%	16%
3.2.6	Percentage of retailers who know of ADR mechanisms	66%		64%	
3.2.7	Percentage of retailers who have used ADR mechanisms	20%		15%	
3.2.8	Number of collective actions filed and average number of litigants involved				
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	76%	74%	63%	66%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	14%		9%	
3.2.11	Percentage of consumers who got a lower price after switching	69%		59%	
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	30%		25%	
3.2.13	Percentage of consumers who have used price comparison websites	36%		25%	
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	19%	15%	12%	10%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	16%	15%	15%	17%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	64%	66%	47%	50%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	13%	12%	8%	7%
3.2.18	National public funding to consumer organisations (total executed in 2006 or 2007; in € 1000 habitants)	191 €		57€	

- The table contains all the EU-27 and EU-12 averages used in the Country Consumers Statistics.
- The averages for 2006 do not include Romania and Bulgaria.
- All EU averages based on survey questions are weighted averages, the other ones (3.1.11, 3.1.12, 3.1.13, 3.2.18) are simple averages.
- Comparison to 2006 is not possible for a number of questions because data on the indicator was not available in 2006 or because of different survey questions in both years.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	61%	-3%	+20%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	68%	=	+26%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	66%	-3%	+12%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0.0045%		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	80000		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	39%		-7%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	28%		+4%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	10%	=	-29%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	38%	+58%	+27%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	89%		-1%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	90%		+11%
3.1.11	Sweep on airlines — % of sites without irregularities	100%		+49%
3.1.12	Sweep on ring-tones — % of sites further investigated	93%		+12%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	13	+117%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	13%		-28%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	9%		-44%
3.1.16	Percentage of retailers whose products were checked by authorities	29%		-34%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	18%		-14%
3.1.18	Percentage of consumers who have heard of product recalls	67%		-11%
3.1.19	Percentage of consumers who have been personally affected by a product recall	14%		+40%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	16%	-16%	=
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	11%		+120%
3.2.3	Percentage of consumers who were satisfied with complaint handling	68%	+10%	+33%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	38%	-17%	-3%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	28%	-22%	-7%
3.2.6	Percentage of retailers who know of ADR mechanisms	85%		+29%
3.2.7	Percentage of retailers who have used ADR mechanisms	19%		-5%
3.2.8	Number of collective actions filed	15		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	71%	=	-7%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	13%		-7%
3.2.11	Percentage of consumers who got a lower price after switching	76%		+10%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	41%		+37%
3.2.13	Percentage of consumers who have used price comparison websites	39%		+8%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	35%	+94%	+84%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	20%	+11%	+25%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	71%	=	+11%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	3%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	321 €		+68%

COUNTRY HIGHLIGHTS

- More than 60% of Austrian consumers feel adequately protected by existing measures. Around seven out of ten consumers are confident that their rights are well protected by public authorities and consumer organisations and trust public authorities to respect consumers' rights. All these percentages are above EU-27 averages and about the same as in 2006.
- Thirty-eight percent of Austrian respondents encountered delivery problems over the last twelve months: this is, together with France, the highest percentage in the EU.
- Perceived safety above average: only 13% of consumers and 9% of retailers think that a significant number of products are unsafe. While the percentage of retailers implementing product recalls is below the EU average, the number of consumers who were personally affected by product recalls is well above it.
- Eleven percent of Austrian consumers who felt they had a reason to complain, did not complain; this is the second highest number in the EU, after the Czech Republic.
- More than 40% of Austrian consumers have difficulties comparing offers from service providers — the highest percentage in the EU.
- A significant number of Austrian consumers exercise their rights. Thirty five percent tried to return a good or cancel a contract within the cooling-off period when purchasing at a distance. This is more than in any other Member State. The percentage of consumers who tried to replace a purchase or have it repaired, is also above average. Nine out of ten consumers successfully exercise these rights.



		Relative difference	
		2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	61%	-6% +20%
3.1	ENFORCEMENT		
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	60%	-5% +11%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	78%	-6% +32%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA	
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA	
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	36%	-14%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	20%	-26%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	15%	+15% +7%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	24%	+9% -20%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone and it was accepted	92%	+2%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract and the seller / provider complied	85%	+5%
3.1.11	Sweep on airlines — % of sites without irregularities	38%	-43%
3.1.12	Sweep on ring-tones — % of sites further investigated	96%	+16%
	PRODUCT SAFETY		
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	15	+88%
3.1.14	Percentage of consumers who think a significant number of products are unsafe	11%	-39%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	6%	-63%
3.1.16	Percentage of retailers whose products were checked by authorities	53%	+20%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	39%	+86%
3.1.18	Percentage of consumers who have heard of product recalls	76%	+1%
3.1.19	Percentage of consumers who have been personally affected by a product recall	10%	=
3.2	CONSUMER EMPOWERMENT		
	COMPLAINTS		
3.2.1	Percentage of consumers who made a complaint to a seller / provider	14%	+56% -13%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	8%	+60%
3.2.3	Percentage of consumers who were satisfied with complaint handling	51%	+16% =
	REDRESS		
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	51%	-6% +31%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	41%	+3% +37%
3.2.6	Percentage of retailers who know of ADR mechanisms	41%	-39%
3.2.7	Percentage of retailers who have used ADR mechanisms	12%	-37%
3.2.8	Number of collective actions filed	N/A	
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	86%	+5% +13%
	SWITCHING		
3.2.10	Percentage of consumers who switched service providers	11%	-21%
3.2.11	Percentage of consumers who got a lower price after switching	68%	-1%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	33%	+10%
3.2.13	Percentage of consumers who have used price comparison websites	38%	+6%
	CONSUMER RIGHTS		
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	13%	-24% -32%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	20%	+54% +25%
	CONSUMER ORGANISATIONS & INFORMATION		
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	77%	+1% +20%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	17%	
3.2.18	National public funding to consumer organisations (total amount executed in 2007; in € / 1000 habitants)	201€	+5%

COUNTRY HIGHLIGHTS

- As compared to the EU-27 average, a higher percentage of Belgian consumers (61%) declare they feel adequately protected by existing measures. This number is, however, somewhat lower than in 2006. The same is true with respect to trust in public authorities (60%) and in sellers and providers (78%).
- Both consumers and retailers feel that products are relatively safe. The percentage of retailers whose products were checked by authorities is higher than the EU-27 average and so is the percentage of retailers whose products have been recalled or withdrawn (39%). Only in Luxembourg retailers are more likely to have come across products recalls.
- Eight percent of Belgian consumers, who had a reason to complain, didn't. This is substantially more than the average consumer in the EU and twice as high as the number for the EU 15.
- While more than half of Belgian consumers find it relatively easy to resolve disputes with retailers through ADR, only 41% of retailers know of ADR mechanisms and only 12% have used them. This is substantially less than the EU-27 EU-15 average.
- Trust in consumer organisations is high: 77% of Belgian respondents trust consumer organisations to protect their rights as a consumer. Only Denmark and the Netherlands have better figures.



			Relative difference		
			2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	13%		-75%	-67%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	27%		-50%	-36%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	20%		-66%	-56%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	23%		-45%	-39%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	17%		-37%	-32%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	1%		-93%	-91%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	8%		-73%	-68%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	83%		-8%	-10%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	71%		-12%	-11%
3.1.11	Sweep on airlines — % of sites without irregularities	96%		+43%	+30%
3.1.12	Sweep on ring-tones — % of sites further investigated	95%		+14%	+14%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	43	+231%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	15%		-17%	-32%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	25%		+56%	+32%
3.1.16	Percentage of retailers whose products were checked by authorities	41%		-7%	-18%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	7%		-67%	-46%
3.1.18	Percentage of consumers who have heard of product recalls	66%		-12%	-1%
3.1.19	Percentage of consumers who have been personally affected by a product recall	2%		-80%	-71%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	4%		-75%	-64%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	10%		+100%	+43%
3.2.3	Percentage of consumers who were satisfied with complaint handling	62%		+22%	+5%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	12%		-69%	-60%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	12%		-60%	-40%
3.2.6	Percentage of retailers who know of ADR mechanisms	86%		+28%	+32%
3.2.7	Percentage of retailers who have used ADR mechanisms	11%		-42%	-27%
3.2.8	Number of collective actions filed	5			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	48%		-37%	-24%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	=
3.2.11	Percentage of consumers who got a lower price after switching	37%		-46%	-37%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	16%		-47%	-36%
3.2.13	Percentage of consumers who have used price comparison websites	10%		-72%	-60%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	6%		-68%	-50%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	7%		-56%	-53%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	22%		-66%	-53%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	5%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	4€		-98%	-93%

COUNTRY HIGHLIGHTS

- Bulgarian consumers feel less well protected by the existing consumer protection system than consumers in any other European country. Bulgaria has indeed the lowest trust figures for all questions asked: only 13% of Bulgarians feels adequately protected by existing measures; only 27% are confident that public authorities will protect their rights and 22% believes consumer organisations protect their rights well. Finally, only one out of five Bulgarian consumers trusts sellers and providers to respect their rights.
- The figures for consumers coming across practices that violate consumer rights are very small and often the lowest across Europe: 23% of consumers declares they came across misleading or deceptive advertisements or offers; only 1% declares they were coerced or pressurised to purchase a good or sign a contract; and only 8% experienced delivery problems when purchasing at distance.
- Not many Bulgarian consumers tried to exercise their rights: only 6% tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone; and only 7% tried to have a good replaced or repaired, asked for a price reduction or had a contract cancelled — the lowest percentage across Europe.
- Only 4% of Bulgarian consumers made a complaint to a seller or provider. However, 1 out of 10 Bulgarians felt they had a reason to complain but didn't. On the other hand, satisfaction with complaint handling is relatively high and above the EU-27 and EU-12 averages.
- Only 12% of Bulgarian consumers find it easy to resolve disputes with sellers and providers through ADR mechanisms or through courts: these are the lowest percentages in the EU.
- No Eurobarometer data were available for Bulgaria in 2006, so the table shows no change.



			Relative difference		
			2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	52%	+4%	+2%	+33%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	73%	-1%	+35%	+74%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	53%	+8%	-10%	+18%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	29%		-31%	-24%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	24%		-11%	-4%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	5%	-29%	-64%	-55%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	8%	-62%	-73%	-68%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	N/A			
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	81%		=	+1%
3.1.11	Sweep on airlines — % of sites without irregularities	100%		+49%	+35%
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		+20%	+20%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	10	-17%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	29%		+61%	+32%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	21%		+31%	+11%
3.1.16	Percentage of retailers whose products were checked by authorities	47%		+7%	-6%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	17%		-19%	+31%
3.1.18	Percentage of consumers who have heard of product recalls	83%		+11%	+24%
3.1.19	Percentage of consumers who have been personally affected by a product recall	12%		+20%	+71%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	10%	+100%	-38%	-9%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	1%		-80%	-86%
3.2.3	Percentage of consumers who were satisfied with complaint handling	48%	+85%	-6%	-19%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	50%	-18%	+28%	+67%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	22%	-50%	-27%	+10%
3.2.6	Percentage of retailers who know of ADR mechanisms	30%		-55%	-54%
3.2.7	Percentage of retailers who have used ADR mechanisms	14%		-26%	-7%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	82%	+5%	+8%	+30%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	+0%
3.2.11	Percentage of consumers who got a lower price after switching	54%		-22%	-8%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	19%		-37%	-24%
3.2.13	Percentage of consumers who have used price comparison websites	25%		-31%	=
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	1%	-83%	-95%	-92%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	16%	+300%	=	+7%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	51%	-18%	-20%	+9%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	-22%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 inhabitants)	152 €		-21%	+166%

COUNTRY HIGHLIGHTS

- More than half of consumers in Cyprus feel adequately protected by existing measures. This is significantly more than in other new Member States and even slightly more than the EU average. The same applies to trust consumers have in public authorities to protect their rights. However, trust in sellers / providers and in consumer organisations is below EU-27 averages though above the EU-12 averages.
- Only 5% of Cypriot consumers was coerced or pressurised to buy a good or sign a contract, and only 8% experienced delivery problems when buying something over the internet, post or phone. This is substantially less than the EU-27 and the EU-12 averages.
- A relatively high number of consumers (29%) and retailers (21%) believe that a significant number of products on the market are unsafe.
- Only one consumer out of hundred declared he had a reason to complain but didn't; this is the lowest percentage across the EU.
- Cyprus has the lowest percentage of retailers who know of ADR mechanisms (30%). However, one out of two consumers declared that they find it easy to resolve disputes with sellers through ADR.
- The difference between trust in public authorities and trust in consumer organisations is the second largest, after France.



			Relative difference		
			2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	48%	-11%	-6%	+23%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	44%	-4%	-19%	+5%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	49%	-6%	-16%	+9%
3.1.3	Budget for market surveillance activities (in % of total national budget)				
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)				
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	55%		+31%	+45%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	41%		+52%	+64%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	24%	+50%	+71%	+118%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	30%	+36%	=	+20%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	89%		-1%	-3%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	87%		+7%	+9%
3.1.11	Sweep on airlines — % of sites without irregularities	N/A			
3.1.12	Sweep on ring-tones — % of sites further investigated	70%		-16%	-16%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	50	+16%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	15%		-17%	-32%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	22%		+38%	+16%
3.1.16	Percentage of retailers whose products were checked by authorities	22%		-20%	-56%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	5%		-76%	-62%
3.1.18	Percentage of consumers who have heard of product recalls	89%		+19%	+33%
3.1.19	Percentage of consumers who have been personally affected by a product recall	9%		-10%	+29%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	11%	=	-31%	=
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	13%		+160%	+86%
3.2.3	Percentage of consumers who were satisfied with complaint handling	68%	+19%	+33%	+15%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	25%	-16%	-36%	-17%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	19%	+6%	-37%	-5%
3.2.6	Percentage of retailers who know of ADR mechanisms	67%		=	+3%
3.2.7	Percentage of retailers who have used ADR mechanisms	19%		=	+27%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	77%	3%	+1%	+22%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	11%		-21%	+22%
3.2.11	Percentage of consumers who got a lower price after switching	48%		-30%	-19%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	38%		+26%	+52%
3.2.13	Percentage of consumers who have used price comparison websites	44%		+22%	+76%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	18%	6%	-5%	+5%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	30%	-6%	+88%	+100%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	62%	+5%	-3%	+32%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	18%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in € / 1000 inhabitants)	76 €		-60%	+34%

COUNTRY HIGHLIGHTS

- As compared to the other new Member States, Czech consumers feel better protected by existing measures. They have more trust in authorities and consumer organisations to protect consumers' rights and are more likely to believe sellers / providers respect their rights. Figures are however below EU27 averages.
- Czech consumers are more likely to have been coerced or pressurised to purchase a product or sign a contract than consumers in any other EU country.
- Czech retailers are the least likely to say that the authorities checked the safety of their products. They also have the lowest product recalls: only 5% of retailers say they had products recalled in the last 12 months. 89% of Czech consumers have heard of product recalls; the highest number after Slovakia. However, personal experience with product recalls is below the EU average.
- Thirteen percent of Czech consumers who felt they had a reason to complain, did not complain. This is the highest number in the EU. This may appear surprising as satisfaction with complaint handling is well above average.
- Resolving disputes with sellers / providers through courts or alternative dispute resolution mechanisms appears more difficult in the Czech Republic than in most other countries.
- Czech consumers find it relatively difficult to compare offers from service providers. Less than half of the consumers who switched providers paid less after switching.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	73%	+7%	+43%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	77%	+8%	+43%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	57%	-11%	-3%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0 005%		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	152 000		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	46%		+10%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	28%		+4%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	3%	+50%	-79%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	27%	+42%	-10%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	87%		-3%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	92%		+14%
3.1.11	Sweep on airlines — % of sites without irregularities	79%		+18%
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		+20%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	23	+475%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	19%		+6%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	7%		-56%
3.1.16	Percentage of retailers whose products were checked by authorities	34%		-23%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	14%		-33%
3.1.18	Percentage of consumers who have heard of product recalls	77%		+3%
3.1.19	Percentage of consumers who have been personally affected by a product recall	13%		+30%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	22%	=	+38%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	5%		=
3.2.3	Percentage of consumers who were satisfied with complaint handling	59%	-5%	+16%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	47%	+24%	+21%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	46%	+35%	+53%
3.2.6	Percentage of retailers who know of ADR mechanisms	64%		-4%
3.2.7	Percentage of retailers who have used ADR mechanisms	25%		+32%
3.2.8	Number of collective actions filed	1		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	87%	+9%	+14%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	13%		-7%
3.2.11	Percentage of consumers who got a lower price after switching	64%		-7%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	38%		+27%
3.2.13	Percentage of consumers who have used price comparison websites	62%		+72%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	15%	+67%	-21%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	25%	-22%	+56%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	82%	+6%	+28%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+5%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in € / 1000 inhabitants)	347€		+81%

COUNTRY HIGHLIGHTS

- Danish consumers are very confident in the functioning of their institutions. They have among the highest percentages of people who feel well protected by existing measures (73%) and who trust public authorities (77%) and consumer organisations (83%) to protect their rights. Moreover, all these figures are higher in 2008 than in 2006.
- However, compared to countries (Sweden, Finland, Netherlands) with comparable percentages on these three indicators, Danish consumers have substantially lower trust in sellers / providers. 57% of respondents declared they trust sellers / providers to respect their rights: this is less than in 2006 and (just) below the EU-average.
- A higher than average percentage of consumers finds it easy to resolve disputes with sellers and providers through ADR or through courts and relatively many retailers have used ADR mechanisms.
- More than one out of five Danish consumers made a complaint to a seller / provider in the last year. This is substantially more than in most other Member States. The percentage of consumers who were satisfied with complaint handling is also higher than average.
- Almost one out of four Danish consumers find it difficult to compare offers from service providers; a relatively high figure. Less than two out of three consumers who switched providers got a lower price after switching.
- The number of RAPEX notifications has increased significantly: from 4 in 2006 to 23 in 2007.



		Relative difference			
		2006	EU27	EU12	
3.0	Percentage of consumers who feel adequately protected by existing measures	50%	+4%	-2%	+28%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	55%	+10%	+2%	+31%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	68%	+8%	+15%	+51%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	46240			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	37%		-12%	-3%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	26%		-4%	+4%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	16%	+23%	+2%	+45%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	21%	+24%	-4%	-16%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	96%		+7%	+4%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	87%		+7%	+9%
3.1.11	Sweep on airlines — % of sites without irregularities	46%		-21%	-28%
3.1.12	Sweep on ring-tones — % of sites further investigated	87%		+5%	5%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications	20	+67%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	11%		-39%	-50%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	10%		-38%	-47%
3.1.16	Percentage of retailers whose products were checked by authorities	28%		-36%	-44%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	13%		-38%	=
3.1.18	Percentage of consumers who have heard of product recalls	59%		-21%	-12%
3.1.19	Percentage of consumers who have been personally affected by a product recall	7%		-30%	=
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	8%	-27%	-50%	-27%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	6%		+20%	-14%
3.2.3	Percentage of consumers who were satisfied with complaint handling	59%	+9%	+16%	=
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	33%	+10%	-15%	+10%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	20%	+5%	-33%	=
3.2.6	Percentage of retailers who know of ADR mechanisms	47%		-30%	-28%
3.2.7	Percentage of retailers who have used ADR mechanisms	6%		-68%	-60%
3.2.8	Number of collective actions filed	NA			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	68%		-11%	+8%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	=
3.2.11	Percentage of consumers who got a lower price after switching	66%		-4%	+12%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	15%		-50%	-40%
3.2.13	Percentage of consumers who have used price comparison websites	35%		-3%	+10%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	23%	+10%	+21%	+11%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	15%	+7%	-6%	=
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	59%	+18%	-5%	+12%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+5%			
3.2.18	National Public Funding to consumer organisations (executed in 2007; in €/ 1000 habitants)	34 €		-82%	-41%

COUNTRY HIGHLIGHTS

- Estonian consumers feel relatively well protected: half of the respondents state that they feel adequately protected by the existing measures; this is 28% more than in other new Member States. The same applies to trust in public authorities, consumer organisations and sellers / providers. Almost seven out of ten consumers feel that sellers and providers respect their rights well: this is the highest percentage of all new Member States and higher than many EU-15 Member States.
- Eleven percent of consumers and 10% of retailers in Estonia think a significant number of products are unsafe, substantially less than average. Consumer and retailer figures relating to product checks and product recalls are below average.
- Redress seems to be the weakest area of consumer protection in Estonia: only one out of three Estonian respondents finds it easy to resolve disputes with sellers and providers through ADR and only one out of five finds it easy to resolve disputes through courts. Less than half of the retailers know of ADR mechanisms and these mechanisms are almost not used.
- Fifteen percent of Estonian consumers have difficulties comparing offers from service providers: this is the lowest number across the EU. The number of consumers who stated that they got a lower price after switching and the use of price comparison websites are similar to the EU average.



		Relative difference		
		2006	EU27	
3.0	Percentage of consumers who feel adequately protected by existing measures	72%	-1%	+41%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	81%	+4%	+50%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	88%	=	+49%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0,02%		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	59000		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	56%		+33%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	32%		+19%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	15%	+36%	+7%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	20%	+25%	-33%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	96%		+7%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	92%		+14%
3.1.11	Sweep on airlines — % of sites without irregularities	50%		-25%
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		20%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	84	+100%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	3%		-83%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	2%		-88%
3.1.16	Percentage of retailers whose products were checked by authorities	26%		-41%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	30%		+43%
3.1.18	Percentage of consumers who have heard of product recalls	86%		+15%
3.1.19	Percentage of consumers who have been personally affected by a product recall	12%		+20%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	23%	+21%	+44%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	5%		=
3.2.3	Percentage of consumers who were satisfied with complaint handling	60%	-21%	+18%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	47%	-19%	+21%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	24%	-23%	-20%
3.2.6	Percentage of retailers who know of ADR mechanisms	80%		+19%
3.2.7	Percentage of retailers who have used ADR mechanisms	15%		-21%
3.2.8	Number of collective actions filed	0		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	78%	-3%	+3%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	11%		-21%
3.2.11	Percentage of consumers who got a lower price after switching	61%		-12%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	31%		+3%
3.2.13	Percentage of consumers who have used price comparison websites	52%		+44%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	28%	+16%	+47%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	25%	+9%	+56%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	76%	-5%	+19%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	-5%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	98 €		-49%

COUNTRY HIGHLIGHTS

- Across the EU, Finnish consumers have the highest trust in public authorities to protect their rights. Finland is the only old Member State where consumers trust public authorities more than consumer organisations to protect their rights, notwithstanding the fact that trust in consumer organisations is also well above EU-27 average.
- Finnish consumers also have more trust in providers / sellers to respect their rights than consumers in any other country. Very high compliance figures for consumers who used their rights to return a good within the cooling off period or to have a good replaced or repaired indicate that this trust is justified.
- Only 3% of Finnish consumers and 2% of Finnish retailers think that a significant number of products are unsafe: these are the lowest percentages across the EU.
- Consumers in Finland complain more frequently than the EU-27 average and are also more satisfied with complaint handling.
- Whereas Finnish consumers find it 20% easier than the EU-27 average to solve disputes with sellers / providers through ADR, they find it 20% more difficult than the EU average to solve such disputes through courts.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	40%	-20%	-22%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	48%	-13%	-11%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	61%	-10%	+3%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0,3%		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	31720		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	39%		-7%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	19%		-30%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	20%	+25%	+43%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	38%	+36%	+27%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	83%		-8%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	80%		-1%
3.1.11	Sweep on airlines — % of sites without irregularities	61%		-9%
3.1.12	Sweep on ring-tones — % of sites further investigated	74%		-11%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	88	+120%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	24%		+33%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	15%		-6%
3.1.16	Percentage of retailers whose products were checked by authorities	74%		+68%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	34%		+62%
3.1.18	Percentage of consumers who have heard of product recalls	87%		+16%
3.1.19	Percentage of consumers who have been personally affected by a product recall	8%		-20%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	11%	+22%	-31%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	4%		-20%
3.2.3	Percentage of consumers who were satisfied with complaint handling	30%	-30%	-41%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	46%	-6%	+18%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	30%	-14%	=
3.2.6	Percentage of retailers who know of ADR mechanisms	66%		-1%
3.2.7	Percentage of retailers who have used ADR mechanisms	23%		+21%
3.2.8	Number of collective actions filed	201		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	85%	-1%	+12%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	10%		-29%
3.2.11	Percentage of consumers who got a lower price after switching	61%		-12%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	33%		+10%
3.2.13	Percentage of consumers who have used price comparison websites	46%		+28%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	12%	+9%	-37%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	15%	+50%	-6%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	76%	-6%	+19%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+28%		
3.2.18	National public funding to consumer organisations (total executed in 2006, in €/ 1000 habitants)	116 €		-39%

COUNTRY HIGHLIGHTS

- Only two out of five French consumers feel adequately protected by existing measures. Forty-eight percent trust public authorities to protect their rights, which is also below the EU-27 average. All these figures are lower in 2008 than in 2006.
- Thirty-eight percent of respondents experienced delivery problems when purchasing something over the internet, post or phone: this is the highest figure in the EU and also higher than in 2006.
- While 24% percent of consumers think a significant number of products on the market are unsafe, only 15% of retailers are of the same opinion. Three out of four retailers had their products checked by authorities — the highest percentage in the EU. Thirty-four percent of retailers had products recalled or withdrawn from the market — the highest percentage after Luxembourg (45%) and Belgium (39%).
- Only 30% of consumers in France are satisfied with complaint handling — the lowest percentage across the EU.
- Almost half of French consumers find it easy to resolve disputes with sellers and providers through ADR, which is more than the EU-27 EU-15 average. French retailers also make more use of ADR mechanisms than on average.
- Trust in consumer organisations is substantial higher: more than three out of four French consumers trust consumer organisations to protect their rights. The difference between trust in consumer organisations and trust in public authorities is the highest across Europe.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	61%	-12%	+20%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	58%	-5%	+7%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	72%	-3%	+22%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	59500		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	59%		+40%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	44%		+63%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	14%	+27%	=
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	25%	+39%	-17%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	94%		+4%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	95%		+17%
3.1.11	Sweep on airlines -% of sites without irregularities	NA		
3.1.12	Sweep on ring-tones -% of sites further investigated	67%		-19%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	163	+13%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	16%		-11%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	21%		+31%
3.1.16	Percentage of retailers whose products were checked by authorities	31%		-30%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	27%		+27%
3.1.18	Percentage of consumers who have heard of product recalls	87%		+16%
3.1.19	Percentage of consumers who have been personally affected by a product recall	10%		=
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	24%	+26%	+50%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	3%		-40%
3.2.3	Percentage of consumers who were satisfied with complaint handling	57%	-8%	+12%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	43%	-19%	+10%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	36%	-14%	+20%
3.2.6	Percentage of retailers who know of ADR mechanisms	66%		-1%
3.2.7	Percentage of retailers who have used ADR mechanisms	24%		+26%
3.2.8	Number of collective actions filed	29		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	81%	+7%	+7%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	16%		+14%
3.2.11	Percentage of consumers who got a lower price after switching	81%		+17%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	37%		+23%
3.2.13	Percentage of consumers who have used price comparison websites	41%		+14%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	32%	+33%	+68%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	20%	-13%	+25%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	74%	-5%	+16%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	16%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 inhabitants)	817€		+327%

COUNTRY HIGHLIGHTS

- Compared to EU-27 averages, Germany scores well on the majority of the indicators. However, the opposite is true when German figures for 2008 are compared to figures for 2006.
- More than three out of five German consumers are confident that existing measures adequately protect them and almost the same number trust public authorities to protect their rights. Almost three out of four trust sellers and providers to respect their rights. About the same number believes consumer organisations protect their rights as a consumer. All these figures are above EU-27 averages.
- Compliance figures are high: 94% of consumers who tried to exercise their cooling off rights after a distance purchase, and 95% of consumers who tried to have a good replaced or repaired or a contract cancelled, managed to do so. This last figure is the highest in the EU. Consumers in Germany also make use of their rights: 32% tried to exercise their cooling-off rights and 20% tried to have a good replaced or repaired, ask for a price reduction or cancelled a contract — percentages above EU average.
- Almost one out of four German consumers made a complaint to a seller or provider — the highest figure after Sweden (34%) and the Netherlands (25%). Only 3% of consumers felt they had a reason to complain but didn't. Seventy-five percent of consumers in Germany are satisfied with the way their complaint was dealt with.
- More than four out of five German consumers who switched providers got a lower price after switching — no other country does better. On the other hand, 37% of consumers say they have difficulties comparing offers from service providers.



		Relative difference		
		2006	EU27	
3.0	Percentage of consumers who feel adequately protected by existing measures	30%	-17%	-41%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	49%	-21%	-9%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	39%	-11%	-34%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	160000		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	30%		-29%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	21%		-22%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	16%	-16%	+14%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	21%	+75%	-30%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	77%		-14%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	75%		-7%
3.1.11	Sweep on airlines — % of sites without irregularities	100%		+49%
3.1.12	Sweep on ring-tones — % of sites further investigated	87%		+5%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	115	+17%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	39%		+116%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	42%		+163%
3.1.16	Percentage of retailers whose products were checked by authorities	47%		+7%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	21%		=
3.1.18	Percentage of consumers who have heard of product recalls	83%		+11%
3.1.19	Percentage of consumers who have been personally affected by a product recall	18%		+80%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	9%	+200%	-44%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	4%		-20%
3.2.3	Percentage of consumers who were satisfied with complaint handling	45%	+2%	-12%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	43%	-7%	+10%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	47%	-8%	+57%
3.2.6	Percentage of retailers who know of ADR mechanisms	48%		-28%
3.2.7	Percentage of retailers who have used ADR mechanisms	16%		-16%
3.2.8	Number of collective actions filed	N/A		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	83%	-3%	+9%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	17%		+21%
3.2.11	Percentage of consumers who got a lower price after switching	55%		-20%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	28%		-7%
3.2.13	Percentage of consumers who have used price comparison websites	15%		-58%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	13%	+160%	-32%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	8%	+100%	-50%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	55%	-4%	-14%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	6%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in € 1000 inhabitants)	27 €		-86%

COUNTRY HIGHLIGHTS

- Compared to consumers in other EU Member States, consumers in Greece do not feel well protected by existing measures, fewer consumers trust public authorities and consumer organisations to protect their rights, and fewer consumers trust sellers and providers will respect their rights. Less than one out of three Greek consumers feel adequately protected by existing measures, against more than half across the EU. Less than half of Greek consumers trust public authorities to protect their rights and less than two out of five are confident that sellers and providers will respect their rights. Trust in consumer organisations is also lower than average. Moreover, all these figures are lower than in 2006.
- Compliance figures are lower than EU average: three out of four Greek consumers managed to have a good replaced or repaired or have a contract cancelled. About the same number successfully exercised their 'cooling-off' rights.
- Greece has the highest percentage of consumers (39%) and retailers (42%) across the EU who think a significant number of products are unsafe. It also has the highest percentage of consumers (18%) who declare they have been personally affected by a product recall.
- Almost half of the Greek respondents (47%) finds it easy to resolve disputes with sellers and providers through courts; the highest percentage in the EU. A relatively high percentage of respondents also find it easy to resolve disputes through courts. Both figures are, however, slightly, lower than in 2006.



			Relative difference		
			2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	50%	=	-2%	+28%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	66%	+10%	+22%	+57%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	57%	-5%	-3%	+27%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0 013%			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	25500			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	39%		-7%	+3%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	27%		=	=
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	5%	=	-64%	-55%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	15%	-25%	-50%	-40%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	100%		+11%	+9%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	92%		+14%	+15%
3.1.11	Sweep on airlines — % of sites without irregularities	N/A			
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		+20%	+20%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	109	-22%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	22%		+22%	=
3.1.15	Percentage of retailers who think a significant number of products are unsafe	11%		-31%	-42%
3.1.16	Percentage of retailers whose products were checked by authorities	58%		+32%	+16%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	20%		-5%	+54%
3.1.18	Percentage of consumers who have heard of product recalls	68%		-9%	+1%
3.1.19	Percentage of consumers who have been personally affected by a product recall	15%		+50%	+114%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	11%	+38%	-31%	=
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	6%		+20%	-14%
3.2.3	Percentage of consumers who were satisfied with complaint handling	39%	+34%	-24%	-34%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	34%	-8%	-13%	+13%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	18%	+38%	-40%	-10%
3.2.6	Percentage of retailers who know of ADR mechanisms	63%		-6%	-3%
3.2.7	Percentage of retailers who have used ADR mechanisms	7%		-63%	-53%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	50%	+39%	-34%	-21%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	=
3.2.11	Percentage of consumers who got a lower price after switching	65%		-6%	+10%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	33%		+10%	+32%
3.2.13	Percentage of consumers who have used price comparison websites	22%		-39%	-12%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	10%	=	-47%	-17%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	12%	-8%	-25%	-20%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	66%	+14%	+3%	+40%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	=			
3.2.18	National public funding to consumer organisations (total executed in 2007; in € 1000 inhabitants)	108 €		-43%	+90%

COUNTRY HIGHLIGHTS

- Trust in the consumer system and institutions are relatively high in Hungary and generally comparable to the EU-27 averages. One out of two Hungarians feels adequately protected by existing measures; substantially more than in most other new Member States. Two out of three Hungarians trust public authorities and consumer organisations to protect their rights. This is, again, more than in other new Member States and also more than the EU-average.
- Compliance with consumer legislation seems to work well in Hungary. A lower than average percentage of respondents was coerced or pressurised to purchase a good or sign a contract and consumers experienced fewer delivery problems. Consumers who tried to exercise their 'cooling-off' rights or their 'replace / repair' rights generally found sellers to comply well.
- There is a significant difference between consumers and retailers views with regard to safety of products: 22% of consumers believes that a significant number of products is unsafe (above EU average), but only 11% of retailers is of the same opinion (below EU average). Fifteen percent of consumers say they have been personally affected by product recalls: this is one of the highest figures in the EU and substantially higher than in any other new Member State.
- Redress mechanisms seem not to function very well: almost all figures related to redress are below the EU and the New Member States averages.
- One out of three Hungarians find it difficult to compare offers: this is 10% more than the consumers across the EU and more than 30% more than consumers in new Member States. Use of price comparison websites is relatively limited.



		Relative difference	
		2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measure	56%	+10%
3.1	ENFORCEMENT		
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	57%	+6%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	58%	-2%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA	
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	170000	
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	24%	-43%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	15%	-44%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	7%	-50%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	19%	-37%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	91%	+1%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	80%	-1%
3.1.11	Sweep on airlines — % of sites without irregularities	NA	
3.1.12	Sweep on ring-tones — % of sites further investigated	94%	+13%
	PRODUCT SAFETY		
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	33	+136%
3.1.14	Percentage of consumers who think a significant number of products are unsafe	9%	-50%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	6%	-63%
3.1.16	Percentage of retailers whose products were checked by authorities	26%	-41%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	13%	-38%
3.1.18	Percentage of consumers who have heard of product recalls	60%	-20%
3.1.19	Percentage of consumers who have been personally affected by a product recall	6%	-40%
3.2	CONSUMER EMPOWERMENT		
	COMPLAINTS		
3.2.1	Percentage of consumers who made a complaint to a seller / provider	13%	-19%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	3%	-40%
3.2.3	Percentage of consumers who were satisfied with complaint handling	56%	+10%
	REDRESS		
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	36%	-8%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	31%	+3%
3.2.6	Percentage of retailers who know of ADR mechanisms	56%	-16%
3.2.7	Percentage of retailers who have used ADR mechanisms	14%	-26%
3.2.8	Number of collective actions filed	N/A	
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	65%	-14%
	SWITCHING		
3.2.10	Percentage of consumers who switched service providers	15%	+7%
3.2.11	Percentage of consumers who got a lower price after switching	63%	-9%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	23%	-23%
3.2.13	Percentage of consumers who have used price comparison websites	27%	-25%
	CONSUMER RIGHTS		
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	11%	-42%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	10%	-38%
	CONSUMER ORGANISATIONS & INFORMATION		
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	64%	=
3.2.17	Difference between trust in consumer organisations and trust in public authorities	7%	
3.2.18	National public funding to consumer organisations (total executed in 2006; in € 1000 inhabitants)	15 €	-92%

COUNTRY HIGHLIGHTS

- Fifty-six percent of Irish consumers feel adequately protected by existing measures; this is slightly more than the EU-27 average. Trust in public authorities, consumer organisations and sellers / providers are at about the same levels as the EU-average. Figures are however lower in 2008 than in 2006.
- Safety perceptions in Ireland are good: only 9% of Irish consumers and 6% of Irish retailers believes a significant number of products are unsafe; significantly less than average. Product checks and product recalls are lower than EU-27 averages.
- Only three percent of Irish consumers who felt they had a reason to complain, did not complain. Irish consumers are also more satisfied with complaint handling than the average European consumers; however a smaller number of Irish consumers were satisfied with complaint handling in 2008 as compared to 2006.
- Redress seems to function below average EU standards. While the percentages of consumers who find it easy to resolve disputes with sellers and provider through ADR mechanisms and through courts are close to the EU-averages, they are significantly lower than in 2006.
- Irish consumers are less likely to exercise their rights than the average European consumer. Only 11% of Irish consumers tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone against 19% at EU-27 level. Only one out of ten Irish consumers have tried to have a defective good replaced or repaired, asked for a price reduction or cancelled a contract, which is more than a third less than the EU-27 average.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	39%	-9%	-24%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	43%	-14%	-20%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	36%	-23%	-39%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	29%		-31%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	16%		-41%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	20%	+18%	+43%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	37%	+32%	+23%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	69%		-23%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	75%		-7%
3.1.11	Sweep on airlines — % of sites without irregularities	64%		-4%
3.1.12	Sweep on ring-tones — % of sites further investigated	71%		-14%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	43	+617%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	28%		+56%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	37%		+131%
3.1.16	Percentage of retailers whose products were checked by authorities	40%		-9%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	22%		+5%
3.1.18	Percentage of consumers who have heard of product recalls	78%		+4%
3.1.19	Percentage of consumers who have been personally affected by a product recall	16%		+60%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	9%	-25%	-44%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	7%		+40%
3.2.3	Percentage of consumers who were satisfied with complaint handling	48%	+14%	-6%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	27%	-31%	-31%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	31%	=	+3%
3.2.6	Percentage of retailers who know of ADR mechanisms	91%		+36%
3.2.7	Percentage of retailers who have used ADR mechanisms	27%		+42%
3.2.8	Number of collective actions filed	0		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	69%	=	-9%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	12%		-14%
3.2.11	Percentage of consumers who got a lower price after switching	66%		-4%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	37%		+23%
3.2.13	Percentage of consumers who have used price comparison websites	29%		-19%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	26%	+86%	+37%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	12%	+9%	-25%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	51%	-15%	-20%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	8%		
3.2.18	National public funding to consumer organisations (total executed in 2006; in € / 1000 habitants)	84 €		-56%

COUNTRY HIGHLIGHTS

- Italian consumers are less confident in the well functioning of their consumer system and institutions than the average consumer in the EU-27. Less than two out of five consumers feel adequately protected by existing measures. Forty-three percent of Italian consumers trust public authorities to protect their rights; 36% trust sellers and provider to respect their rights; and 51% trust consumer organisations to protect their rights: all these figures are below EU-27 averages.
- Compliance with legislation compares badly with other Member States. Only Malta scores worse in terms of compliance with the 'cooling-off' right and only Bulgaria and Romania score worse with regard to consumers having a good repaired or replaced, got a price reduction or cancelled a contract.
- A relatively high percentage of Italians think a significant number of products are unsafe, namely 28% of Italian consumers and 37% of Italian retailers. While the percentage of retailers whose products were recalled or withdrawn is in line with the EU-27 average, the percentage of consumers who have been personally affected by a product recall (17%) is significantly higher than average.
- While satisfaction with complaint handling remains slightly below average, progress was made between 2006 and 2008.
- More than nine out of ten retailers know of ADR mechanisms; this is higher than in any other EU country. Italian retailers also make more than average use of ADR mechanisms. Nevertheless, only 27% of Italian consumers find it easy to resolve disputes with sellers and providers through ADR which is significantly less than the EU-27 average.



		Relative difference			
		2006	EU27	EU12	
3.0	Percentage of consumers who feel adequately protected by existing measures	35%	+6%	-31%	-10%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	59%	+20%	+9%	+40%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	55%	+12%	-7%	+22%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0 022%			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	7850			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	27%		-36%	-29%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	17%		-37%	-32%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	20%	-17%	+43%	+82%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	22%	+5%	-27%	-12%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	93%		+3%	+1%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	88%		+9%	+10%
3.1.11	Sweep on airlines -% of sites without irregularities	100%		+49%	+35%
3.1.12	Sweep on ring-tons -% of sites further investigated	NA			
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	13	+225%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	28%		+56%	+27%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	32%		+100%	+68%
3.1.16	Percentage of retailers whose products were checked by authorities	52%		+18%	+4%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	11%		-48%	-15%
3.1.18	Percentage of consumers who have heard of product recalls	60%		-20%	-10%
3.1.19	Percentage of consumers who have been personally affected by a product recall	6%		-40%	-14%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	5%	=	-69%	-55%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	3%		-40%	-57%
3.2.3	Percentage of consumers who were satisfied with complaint handling	39%	-5%	-24%	-34%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	32%	+45%	-18%	+7%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	26%	+18%	-13%	+30%
3.2.6	Percentage of retailers who know of ADR mechanisms	88%		+31%	+35%
3.2.7	Percentage of retailers who have used ADR mechanisms	13%		-32%	-13%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	64%	+14%	-16%	+2%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	8%		-43%	-11%
3.2.11	Percentage of consumers who got a lower price after switching	47%		-32%	-20%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	20%		-33%	-20%
3.2.13	Percentage of consumers who have used price comparison websites	33%		-8%	+32%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	15%	+15%	-21%	+25%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	8%	-43%	-50%	-47%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	58%	+45%	-9%	+23%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	-1%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	19 €		-90%	-67%

COUNTRY HIGHLIGHTS

- Thirty-five percent of consumers in Latvia feel adequately protected by existing measures: this is below the EU-27 and EU-12 averages but above 2006 figures. Trust in public authorities and in consumer organisations is about the same: almost three out of five consumers are confident that these institutions protect their rights well. Fifty-five percent trust sellers and providers to respect their rights.
- One out of five Latvians were coerced or pressurised to purchase a good or sign a contract: this is above the EU-27 average and substantially more than consumers in other new Member States.
- Perception with regard to unsafe goods on the market is relatively high in Latvia: 28% of consumers and 32% of retailers think a significant number of products on the market are unsafe — well above EU averages. Product recalls are less frequent than in most other Member States: only 11% of retailers and 6% of consumers have personal experience with product recalls.
- Only 5% of Latvian consumers made a complaint to a seller or provider in the last twelve months — only Bulgarians complain less. On the other hand, only 3% of respondents felt they had a reason to complain but didn't. Latvian consumers are not very satisfied with complaint handling: less than four out of ten consumers think their complaint was dealt with well.
- While 88% of retailers know of ADR mechanisms, only 13% have used them. Less than one out of three consumers thinks it is easy to solve a problem with a seller or provider through ADR.
- In Latvia, comparison between 2006 and 2008 figures almost always reflect positive change.



		Relative difference			
		%	2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	25%	-19%	-51%	-36%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	37%	+9%	-31%	-12%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	35%	-19%	-41%	-22%
3.1.3	Budget for market surveillance activities (in% of total national budget)	NA			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	24%		-43%	-37%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	20%		-26%	-20%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	8%	=	-43%	-27%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	13%	+18%	-57%	-48%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	88%		-2%	-4%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	83%		+2%	+4%
3.1.11	Sweep on airlines -% of sites without irregularities	48%		-28%	-35%
3.1.12	Sweep on ring-tones -% of sites further investigated	100%		+20%	+20%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	31	-14%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	27%		+50%	+23%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	16%		=	-16%
3.1.16	Percentage of retailers whose products were checked by authorities	55%		+25%	+10%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	27%		+29%	+108%
3.1.18	Percentage of consumers who have heard of product recalls	49%		-35%	-27%
3.1.19	Percentage of consumers who have been personally affected by a product recall	7%		-30%	=
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	6%	=	-63%	-45%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	6%		+20%	-14%
3.2.3	Percentage of consumers who were satisfied with complaint handling	49%	+17%	-4%	-17%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	23%	-12%	-41%	-23%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	17%	-6%	-43%	-15%
3.2.6	Percentage of retailers who know of ADR mechanisms	75%		+12%	+15%
3.2.7	Percentage of retailers who have used ADR mechanisms	16%		-16%	+7%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	56%	+6%	-26%	-11%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	=
3.2.11	Percentage of consumers who got a lower price after switching	52%		-25%	-12%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	18%		-40%	-28%
3.2.13	Percentage of consumers who have used price comparison websites	20%		-44%	-20%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	8%	=	-58%	-33%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	12%	=	-25%	-20%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	42%	+2%	-34%	-11%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+5%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	21 €		-89%	-63%

COUNTRY HIGHLIGHTS

- Trust in the functioning of the consumer system and institutions is relatively low in Lithuania when compared to the EU-27 and EU-12 averages and also significantly lower when compared to neighbours Estonia and Latvia. Only one out of four consumers in Lithuania feels adequately protected by existing measures. Forty-two percent trusts consumer organisations to protect their rights and 37% are confident public authorities will protect their rights. Thirty-five percent think that sellers and providers respect their rights, less than in 2006.
- Twenty-seven percent of consumers and 16% of retailers think a significant number of products are unsafe. The percentages of retailers whose products were checked by the authorities (55%) and were recalled or withdrawn from the market (27%) are above the EU-27 and EU-12 averages. On the other hand, only 7% of consumers have been personally affected by a product recall.
- Only 6% of Lithuanian consumers made a complaint to a seller or provider in the last twelve months. Another 6% felt they had a reason to complain, but didn't.
- Lithuanian consumers find it relatively difficult to get redress: 23% of consumers find it easy to resolve disputes with sellers and providers through courts and 17% find it easy to solve problems through courts; well below average.
- Only 18% of Lithuanian respondents have difficulties comparing offers from service providers: this is below the EU-27 and EU-12 averages. On the other hand only slightly more than half of Lithuanian consumers who switched service providers, got a lower price after switching. This is less than the EU-27 and EU-15 averages.



		Relative difference		
		2006	EU27	
3.0	Percentage of consumers who feel adequately protected by existing measures	60%	-8%	+18%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	60%	-10%	+11%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	73%	-9%	+24%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	29%		-31%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	14%		-48%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	13%	+30%	-7%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	18%	-31%	-40%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	100%		+11%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	88%		+9%
3.1.11	Sweep on airlines — % of sites without irregularities	NA		
3.1.12	Sweep on ring-tones — % of sites further investigated	32%		-61%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	2	+100%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	9%		-50%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	5%		-69%
3.1.16	Percentage of retailers whose products were checked by authorities	73%		+66%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	45%		+114%
3.1.18	Percentage of consumers who have heard of product recalls	80%		+7%
3.1.19	Percentage of consumers who have been personally affected by a product recall	14%		+40%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	8%	+100%	-50%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	3%		-40%
3.2.3	Percentage of consumers who were satisfied with complaint handling	45%	-35%	-12%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	48%	+33%	+23%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	19%	-30%	-37%
3.2.6	Percentage of retailers who know of ADR mechanisms	43%		-36%
3.2.7	Percentage of retailers who have used ADR mechanisms	19%		=
3.2.8	Number of collective actions filed	N/A		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	76%	+13%	=
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	7%		-50%
3.2.11	Percentage of consumers who got a lower price after switching	64%		-7%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	29%		-3%
3.2.13	Percentage of consumers who have used price comparison websites	39%		+8%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	10%	-9%	-47%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	16%	+33%	=
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	69%	-5%	+8%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	9%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in € 1000 inhabitants)	1729€		+804%

COUNTRY HIGHLIGHTS

- Luxembourg scores well in terms of trust in the system and in institutions. Three out of five consumers feel adequately protected by existing measures and the same number trust public authorities to protect their rights. Almost 70% of consumers trust consumer organisations to protect their rights as a consumer and 73% trust sellers and providers to respect their rights. All these figures are above the EU-27 averages. Figures for 2008 are, however, lower than figures for 2006.
- Only 9% of consumers and 5% of retailers think a significant number of products on the market are unsafe. These figures are substantially lower than the EU-27 averages. Luxembourg has the second highest figures (after France) for product checks and the highest figures for product recalls across the EU: 73% of retailers declared that their product were checked by authorities in the last twelve months and 45% came across product recalls. The percentage of consumers who have been personally affected by product recalls is also higher than average.
- Relatively few (8%) consumers in Luxembourg made a complaint to a seller or provider in the last twelve months. However, only 3% of consumers who felt they had a reason to complain, didn't. Satisfaction with complaint handling is below EU-average and down from 2006.
- Consumers in Luxembourg seem not particularly satisfied with the functioning of courts: only 19% thinks that it is easy to resolve problems with sellers and providers through courts.
- National public funding to consumer organisations is the highest in the EU: 1729€ per 1000 inhabitants in 2007.



		Relative difference			
		2006	EU27	EU12	
3.0	Percentage of consumers who feel adequately protected by existing measures	52%	+13%	+2%	+33%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	65%	-10%	+20%	+55%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	58%	+9%	-2%	+29%
3.1.3	Budget for market surveillance activities (in % of total national budget)	1%			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	50130			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	25%		-40%	-34%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	21%		-22%	-16%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	9%	-31%	-36%	-18%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	21%	-5%	-30%	-16%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	67%		-26%	-27%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	82%		+1%	+3%
3.1.11	Sweep on airlines — % of sites without irregularities	N/A			
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		+20%	+20%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	3	+300%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	8%		-56%	-64%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	6%		-63%	-68%
3.1.16	Percentage of retailers whose products were checked by authorities	47%		+7%	-6%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	15%		-29%	+15%
3.1.18	Percentage of consumers who have heard of product recalls	35%		-53%	-48%
3.1.19	Percentage of consumers who have been personally affected by a product recall	7%		-30%	=
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	17%	+31%	+6%	+55%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	2%		-60%	-71%
3.2.3	Percentage of consumers who were satisfied with complaint handling	44%	-12%	-14%	-25%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	31%	-11%	-21%	+3%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	17%	-23%	-43%	-15%
3.2.6	Percentage of retailers who know of ADR mechanisms	89%		+33%	+37%
3.2.7	Percentage of retailers who have used ADR mechanisms	32%		+68%	+113%
3.2.8	Number of collective actions filed and average number of litigants involved	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	48%	-25%	-37%	-24%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	8%		-43%	-11%
3.2.11	Percentage of consumers who got a lower price after switching	38%		-45%	-36%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	21%		-30%	-16%
3.2.13	Percentage of consumers who have used price comparison websites	24%		-33%	-4%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	6%	-25%	-68%	-50%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	17%	+21%	+6%	+13%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	64%	-6%	=	+36%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	-1%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in € / 1000 habitants)	20€		-90%	-66%

COUNTRY HIGHLIGHTS

- With figures that are close to or above the EU-27 averages, Malta compares well to the other new Member States in terms of trust in the consumer system and organisations. More than half of the Maltese consumers feel adequately protected by existing measures; 65% trust public authorities to protect their rights and 64% are confident that consumer organisations will protect their rights. Fifty-eight percent thinks that sellers will respect their rights.
- Percentages of consumers and retailers who think a significant number of products on the market are unsafe are relatively low: 8% and 6% respectively. Both consumers and retailers in Malta have been less frequently affected by product recalls when compared to the EU-27 average. The percentage of consumers who have heard of product recalls (35%) is the lowest across Europe.
- Consumers in Malta find it difficult to get redress: 31% of consumers think it is easy to resolve problems with sellers and providers through ADR and 17% think it is easy to resolve problems through courts. This is less than the EU-27 and EU-12 averages and also less than in 2006. On the other hand, the number of retailers who know of ADR mechanisms is one of the highest in Europe and in no other country retailers use ADR mechanisms more than in Malta: almost one out of three retailers used these mechanisms.
- Less than four out of ten consumers who switched providers got a lower price after switching: Malta has the lowest percentage in Europe, after Slovakia and Bulgaria.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	74%	-6%	+45%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	69%	-14%	+28%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	77%	-3%	+31%
3.1.3	Budget for market surveillance activities (in % of total national budget)	1%		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	66380		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	69%		+64%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	50%		+85%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	10%	+43%	-29%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	29%	+21%	-3%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	95%		+6%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	88%		+9%
3.1.11	Sweep on airlines — % of sites without irregularities	N/A		
3.1.12	Sweep on ring-tones — % of sites further investigated	57%		-31%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	48	+129%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	4%		-78%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	8%		-50%
3.1.16	Percentage of retailers whose products were checked by authorities	44%		=
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	23%		+10%
3.1.18	Percentage of consumers who have heard of product recalls	83%		+11%
3.1.19	Percentage of consumers who have been personally affected by a product recall	10%		=
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	25%	-4%	+56%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	4%		-20%
3.2.3	Percentage of consumers who were satisfied with complaint handling	54%	-5%	+6%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	57%	-2%	+46%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	40%	-5%	+33%
3.2.6	Percentage of retailers who know of ADR mechanisms	37%		-45%
3.2.7	Percentage of retailers who have used ADR mechanisms	11%		-42%
3.2.8	Number of collective actions filed	3		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	91%	+6%	+20%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	15%		+7%
3.2.11	Percentage of consumers who got a lower price after switching	69%		=
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	29%		-3%
3.2.13	Percentage of consumers who have used price comparison websites	65%		+81%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	21%	+17%	+11%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	17%	-29%	+6%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	87%	+1%	+36%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+18%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in € / 1000 habitants)	27€		-86%

COUNTRY HIGHLIGHTS

- Almost three out of four Dutch consumers feel adequately protected by existing measures: this is the highest percentage of all Member States. Sixty-nine percent are confident that public authorities protect their consumer rights well and 77% believe sellers and providers respect their rights. These percentages are also above the EU-27 average.
- Sixty-nine percent of Dutch consumers said they came across misleading or deceptive advertisements or offers and 50% said they came across fraudulent advertisement or offers: these are the highest percentages in the EU.
- Four percent of Dutch consumers and 8% of Dutch retailers think a significant number of products are unsafe. This is significantly less than the average consumer or retailer in the EU-27. Product inspections and product recalls are close to EU averages
- While 57% of consumers, the highest percentage in the EU, believe that it is easy to resolve disputes with sellers and provider through ADR mechanisms, only 37% of retailers know of ADR mechanisms and only 11% use these mechanisms. These retailers' numbers are among the lowest in Europe.
- Sixty-five percent of Dutch consumers have used of price comparison websites, this is the second highest percentage in the EU, after Sweden (68%)
- Trust in consumer organisations is higher in the Netherlands than in any other EU country: Eighty-seven percent of Dutch consumers are confident that consumer organisations protect their rights well.



		Relative difference			
		2006	EU27	EU12	
3.0	Percentage of consumers who feel adequately protected by existing measures	45%	+13%	-12%	+15%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	39%	+15%	-28%	-7%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	49%	+11%	-17%	+9%
3.1.3	Budget for market surveillance activities (in% of total national budget)	0 015%			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	14410			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	44%		+5%	+16%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	28%		+4%	+12%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	13%	-7%	-7%	+18%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	29%	+81%	-3%	+16%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	89%		-1%	-3%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	79%		-2%	-1%
3.1.11	Sweep on airlines -% of sites without irregularities	N/A			
3.1.12	Sweep on ring-tones -% of sites further investigated	N/A			
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	43	+153%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	16%		-11%	-27%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	20%		+25%	+5%
3.1.16	Percentage of retailers whose products were checked by authorities	44%		=	-12%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	10%		-52%	-23%
3.1.18	Percentage of consumers who have heard of product recalls	62%		-17%	-7%
3.1.19	Percentage of consumers who have been personally affected by a product recall	5%		-50%	-29%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	16%	+14%	=	+45%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	3%		-40%	-57%
3.2.3	Percentage of consumers who were satisfied with complaint handling	60%	+18%	+18%	+2%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	35%	+25%	-10%	+17%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	22%	+47%	-27%	+10%
3.2.6	Percentage of retailers who know of ADR mechanisms	66%		-1%	+2%
3.2.7	Percentage of retailers who have used ADR mechanisms	16%		-16%	+7%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	75%	+1%	-1%	+19%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	=
3.2.11	Percentage of consumers who got a lower price after switching	66%		-6%	+10%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	23%		-23%	-8%
3.2.13	Percentage of consumers who have used price comparison websites	30%		-17%	+20%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	9%	+80%	-53%	-25%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	14%	+8%	-13%	-7%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	51%	+9%	-20%	+9%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+12%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in € / 1000 habitants)	15 €		-92%	-74%

COUNTRY HIGHLIGHTS

- Forty-five percent of Polish consumers feel adequately protected by existing measures which is 5% more than in 2006. Trust in public authorities, sellers and consumer organisations have also increased from 2006 to 2008. About half of Polish consumers trust that sellers and providers will respect their rights and the same number are confident consumer organisations protect their rights. Both figures are slightly above the new Member States averages. On the other hand, less than 40% trust public authorities to respect their rights as consumer which is lower than both the EU-27 and EU-12 averages.
- Twenty-nine percent of Polish consumers experiences delivery problems when purchasing over internet, post or phone. While this is close to the EU-27 average (30%) it is significantly more than in 2006.
- When compared to other new Member States, Poland scores well on all the empowerment indicators.
- In 2008 sixteen percent of Polish consumers made a complaint to a seller or provider in the last twelve months. This is more than in 2006 and also significantly more than the EU-12 average. Only 3% of Polish consumers who felt they had a reason to complain, didn't. Three out of five respondents were satisfied with the way their complaint was dealt with.



		Relative difference		
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	35%	-10%	-31%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	39%	-25%	-28%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	39%	-7%	-34%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	36480		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	27%		-36%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	16%		-41%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	6%	-33%	-57%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	11%	-8%	-63%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	88%		-2%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	78%		-4%
3.1.11	Sweep on airlines — % of sites without irregularities	N/A		
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		+20%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	18	+64%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	17%		-6%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	16%		=
3.1.16	Percentage of retailers whose products were checked by authorities	48%		+9%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	20%		-5%
3.1.18	Percentage of consumers who have heard of product recalls	63%		-16%
3.1.19	Percentage of consumers who have been personally affected by a product recall	4%		-60%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	5%	-17%	-69%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	4%		-20%
3.2.3	Percentage of consumers who were satisfied with complaint handling	54%	+10%	+6%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	19%	-30%	-51%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	14%	-36%	-53%
3.2.6	Percentage of retailers who know of ADR mechanisms	78%		+16%
3.2.7	Percentage of retailers who have used ADR mechanisms	19%		=
3.2.8	Number of collective actions filed	6		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	54%	-13%	-29%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	12%		-14%
3.2.11	Percentage of consumers who got a lower price after switching	68%		-1%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	28%		-7%
3.2.13	Percentage of consumers who have used price comparison websites	15%		-58%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	8%	-11%	-58%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	9%	+50%	-44%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	46%	-10%	-28%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	7%		
3.2.18	National public funding to consumer organisations (total executed in 2006; in € 1000 habitants)	19 €		-90%

COUNTRY HIGHLIGHTS

- Figures relating to trust in the consumer system are clearly below the EU-27 average in Portugal. Moreover, figures for 2008 are below figures for 2006. Only just over one third of Portuguese respondents feel adequately protected by existing measures. Less than two out of five consumers trust public authorities to protect their rights and the same number trust sellers and provider to respect their rights. Slightly more, 46%, trust consumer organisations to protect their rights.
- Only 6% of consumers in Portugal said they were coerced or pressurised to purchase a good or sign a contract. Eleven percent experienced delivery problems. These percentages are significantly lower than the EU-27 averages and also lower than in 2006.
- Only 5% of Portuguese consumers said they made a complaint to a seller or provider in the last twelve months. This is significantly less than in other EU country apart from Bulgaria (4%) and Latvia (5%).
- Most Portuguese consumers find it rather difficult to resolve disputes with sellers and providers through ADR mechanisms or through courts. Only 19% find it easy to resolve disputes through ADR and only 14% find it easy to resolve disputes through courts: these are among the top three lowest figures across the EU.
- Not many Portuguese consumers exercise their rights. Only 8% have tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone. Only 9% have tried to have a good replaced or repaired, asked for a price reduction or cancelled a contract.



			Relative change		
			2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	31%		-39%	-21%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	36%		-33%	-14%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	34%		-42%	-24%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0.04%			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	48500			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	27%		-36%	-29%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	13%		-52%	-48%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	3%		-79%	-73%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	15%		-50%	-40%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	90%		=	-2%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	73%		-10%	-9%
3.1.11	Sweep on airlines — % of sites without irregularities	NA			
3.1.12	Sweep on ring-tones — % of sites further investigated	95%		+14%	+14%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	16	+167%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	38%		+111%	+73%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	15%		-6%	-21%
3.1.16	Percentage of retailers whose products were checked by authorities	65%		+48%	+30%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	16%		-24%	+23%
3.1.18	Percentage of consumers who have heard of product recalls	61%		-19%	-9%
3.1.19	Percentage of consumers who have been personally affected by a product recall	7%		-30%	=
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	6%		-63%	-45%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	9%		+80%	+29%
3.2.3	Percentage of consumers who were satisfied with complaint handling	56%		+10%	-5%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	29%		-26%	-3%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	22%		-27%	+10%
3.2.6	Percentage of retailers who know of ADR mechanisms	49%		-27%	-25%
3.2.7	Percentage of retailers who have used ADR mechanisms	14%		-26%	-7%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	46%		-39%	-27%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	9%		-36%	=
3.2.11	Percentage of consumers who got a lower price after switching	48%		-30%	-19%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	21%		-30%	-16%
3.2.13	Percentage of consumers who have used price comparison websites	11%		-69%	-56%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	10%		-47%	-17%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	11%		-31%	-27%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	33%		-48%	-30%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	-3%			
3.2.18	National public funding to consumer organisations (total executed in 2006; in €/ 1000 habitants)	2€		-99%	-97%

COUNTRY HIGHLIGHTS

- In Romania, trust in the consumer system is below the EU-27 and EU-12 averages. Less than one third of Romanian consumers feel adequately protected by existing measures. About a third of Romanian consumers trust public authorities and consumer organisations to protect their rights and are confident that sellers and provider respect their rights.
- Twenty-seven percent of Romanians said they came across misleading or deceptive offers or advertisement, 13% said they came across fraudulent advertisements, and 3% said they were coerced or pressurised to purchase a good or sign a contract: these are among the lowest percentages across the EU.
- The percentage of Romanian consumers who believe a significant number of products are unsafe is remarkably high (38%) and the second highest in Europe, after Greece. On the other hand, only 15% of retailers, less than average, believe a significant number of products are unsafe. Sixty-five percent of retailers have their products inspected by public authorities.
- ADR mechanisms seem not yet well developed in Romania: 29% of consumers believe it is easy to resolve problems with sellers and provider through ADR; 49% of retailers know of ADR mechanisms and 14% have used them. These percentages are below EU-27 and EU-12 averages.
- No Eurobarometer data were available for Romania in 2006, so the table shows no change.



		Relative change			
		2006	EU27	EU12	
3.0	Percentage of consumers who feel adequately protected by existing measures	41%	+14%	-20%	+5%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	47%	+12%	-13%	+12%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	54%	+20%	-8%	+20%
3.1.3	Budget for market surveillance activities (in% of total national budget)	0,19%			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	8970			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	46%		+10%	+21%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	37%		+37%	+48%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	14%	=	=	+27%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	28%	-13%	-7%	+12%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	94%		+4%	+2%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	92%		+14%	+15%
3.1.11	Sweep on airlines -% of sites without irregularities	NA			
3.1.12	Sweep on ring-tones -% of sites further investigated	0%			
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	114	+159%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	28%		+56%	+27%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	23%		+44%	+21%
3.1.16	Percentage of retailers whose products were checked by authorities	47%		+7%	-6%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	15%		-29%	+15%
3.1.18	Percentage of consumers who have heard of product recalls	90%		+20%	+34%
3.1.19	Percentage of consumers who have been personally affected by a product recall	7%		-30%	=
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	14%	+27%	-13%	+27%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	11%		+120%	+57%
3.2.3	Percentage of consumers who were satisfied with complaint handling	80%	+51%	+57%	+36%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	17%	=	-56%	-43%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	14%	-7%	-53%	-30%
3.2.6	Percentage of retailers who know of ADR mechanisms	65%		-3%	=
3.2.7	Percentage of retailers who have used ADR mechanisms	17%		-11%	+13%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	61%	-8%	-20%	-3%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	6%		-57%	-33%
3.2.11	Percentage of consumers who got a lower price after switching	36%		-48%	-39%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	33%		+10%	+32%
3.2.13	Percentage of consumers who have used price comparison websites	26%		-28%	+4%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	17%	+70%	-11%	+42%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	25%	+9%	+56%	+67%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	49%	+14%	-23%	+4%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	2%			
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	31 €		-84%	-45%

COUNTRY HIGHLIGHTS

- In Slovakia, trust in the consumer system and institutions is above EU-12 average but below EU-27 average. Forty-one percent of Slovak consumers feel adequately protected by existing measures. Slightly less than half trust public authorities (47%) and consumer organisations (49%) to protect their rights. Just over half (54%) are confident that sellers and providers respect their rights.
- Twenty-eight percent of consumers and 23% of retailers think a significant number of products are unsafe. This is significantly more than the EU-27 and EU averages. Nine out of ten Slovak consumers have heard of product recalls, the highest percentage in the EU, while only 7% have been personally affected by a product recall.
- Eleven percent of Slovak consumers who said they had a reason to complain, did not complain. This is the second highest percentage after the Czech Republic. On the other hand, 80% of those who made a complaint were satisfied with complaint handling, the highest percentage in Europe.
- Only 17% of Slovak consumers find it easy to resolve disputes with sellers and providers through ADR and only 14% find it easy to resolve disputes through courts. These percentages are below EU-27 and EU-12 averages.
- Only 36% of Slovaks who switched service providers got a lower price after switching, the lowest number across the EU. One out of three Slovaks has difficulties comparing offers from service providers.



			Relative change		
			2006	EU27	EU12
3.0	Percentage of consumers who feel adequately protected by existing measures	45%	-4%	-12%	+15%
3.1	ENFORCEMENT				
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	41%	-13%	-24%	-2%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	61%	-2%	+3%	+36%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA			
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA			
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	43%		+2%	+13%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	28%		+4%	+12%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	15%	+7%	+7%	+36%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	24%	+14%	-20%	-4%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	96%		+7%	+4%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	89%		+10%	+11%
3.1.11	Sweep on airlines — % of sites without irregularities	N/A			
3.1.12	Sweep on ring-tones — % of sites further investigated	91%		+10%	+10%
	PRODUCT SAFETY				
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	27	+200%		
3.1.14	Percentage of consumers who think a significant number of products are unsafe	12%		-33%	-45%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	7%		-56%	-63%
3.1.16	Percentage of retailers whose products were checked by authorities	48%		+9%	-4%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	17%		-19%	+31%
3.1.18	Percentage of consumers who have heard of product recalls	75%		=	+12%
3.1.19	Percentage of consumers who have been personally affected by a product recall	5%		-50%	-29%
3.2	CONSUMER EMPOWERMENT				
	COMPLAINTS				
3.2.1	Percentage of consumers who made a complaint to a seller / provider	13%	+63%	-19%	+18%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	7%		+40%	=
3.2.3	Percentage of consumers who were satisfied with complaint handling	73%	+20%	+43%	+24%
	REDRESS				
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	40%	+38%	+3%	+33%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	20%	+43%	-33%	=
3.2.6	Percentage of retailers who know of ADR mechanisms	82%		+22%	+26%
3.2.7	Percentage of retailers who have used ADR mechanisms	26%		+37%	+73%
3.2.8	Number of collective actions filed	N/A			
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	67%	+2%	-12%	+6%
	SWITCHING				
3.2.10	Percentage of consumers who switched service providers	11%		-21%	+22%
3.2.11	Percentage of consumers who got a lower price after switching	72%		+4%	+22%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	23%		-23%	-8%
3.2.13	Percentage of consumers who have used price comparison websites	36%		=	+44%
	CONSUMER RIGHTS				
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	24%	+9%	+26%	+100%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	18%	+29%	+13%	+20%
	CONSUMER ORGANISATIONS & INFORMATION				
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	55%	+12%	-14%	+17%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+14%			
3.2.18	National public funding to consumer organisations (total executed in 2006: in €/ 1000 habitants)	182€		-5%	+220%

COUNTRY HIGHLIGHTS

- Forty-five percent of Slovenes feel adequately protected by existing measures, this is lower than the EU-27 and higher than the EU-12 averages. Sixty-one percent of Slovenes trust sellers and providers to respect their rights but only 41% trust public authorities to protect them. Fifty-five percent are confident that consumer organisations protect their rights well.
- Fifteen percent of consumers in Slovenia said they were coerced or pressurised to purchase a good or sign a contract. This is more than the EU-27 and EU-12 averages and also more than in 2006.
- Twelve percent of consumers and 7% of retailers think that a significant number of products are unsafe. This is well below EU-27 and EU-12 averages.
- Almost three out of four Slovenes who switched service providers got a lower price after switching: this is slightly more than the EU average and well above the EU-12 average.
- Slovenes make extensive use of their rights: 24% have tried to return a purchase or cancel a contract within the cooling-off period when purchasing at a distance, and 18% have tried to have a product replaced or repaired, asked for a price reduction or cancelled a contract. This is more than the EU-27 and EU-12 averages and also more than in 2006.



			Relative difference	
			2006	EU27
3.0	Percentage of consumers who feel adequately protected by existing measures	53%	+47%	+4%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	61%	+33%	+13%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	63%	+37%	+7%
3.1.3	Budget for market surveillance activities (in % of total national budget)	0,05%		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	48000		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	40%		-5%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	23%		-15%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	6%	-33%	-57%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	35%	+218%	+17%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	74%		-18%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	79%		-2%
3.1.11	Sweep on airlines — % of sites without irregularities	36%		-46%
3.1.12	Sweep on ring-tones — % of sites further investigated	100%		+20%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	108	+37%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	9%		-50%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	17%		+6%
3.1.16	Percentage of retailers whose products were checked by authorities	52%		+18%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	17%		-19%
3.1.18	Percentage of consumers who have heard of product recalls	59%		-21%
3.1.19	Percentage of consumers who have been personally affected by a product recall	7%		-30%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	11%	+38%	-31%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	7%		+40%
3.2.3	Percentage of consumers who were satisfied with complaint handling	39%	+11%	-24%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	29%	+71%	-26%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	23%	+28%	-23%
3.2.6	Percentage of retailers who know of ADR mechanisms	71%		+6%
3.2.7	Percentage of retailers who have used ADR mechanisms	19%		=
3.2.8	Number of collective actions filed	49		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	73%	+38%	-4%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	14%		=
3.2.11	Percentage of consumers who got a lower price after switching	61%		-12%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	26%		-13%
3.2.13	Percentage of consumers who have used price comparison websites	22%		-39%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	23%	+156%	+21%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	14%	+75%	-13%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	63%	+47%	-2%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+2%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 habitants)	80 €		-58%

COUNTRY HIGHLIGHTS

- Trust in the consumer system and institutions have increased significantly between 2006 and 2008. Fifty-three percent of Spanish consumers feel adequately protected by existing measures. More than three out of five trust public authorities and consumer organisations to protect their rights and are confident sellers and providers respect their rights.
- Seventy-four percent of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone managed to do so. Seventy-nine percent of consumers who have tried to have a good replaced or repaired, asked for a price reduction or had a contract cancelled managed to do so. These compliance figures are slightly below the EU-27 averages.
- Seven percent of consumers who felt they had a reason to complain, did not complain. This is more the EU-27 average. Less than two out of five consumers who made a complaint were satisfied with the way their complaint was dealt with. This is below the EU-27 average but better than in 2006.
- Twenty-nine percent of Spanish consumers think it is easy to resolve disputes with sellers and providers through ADR; 23% think it is easy to resolve disputes through courts. This is below EU-27 average but significantly higher than in 2006.



		Relative difference		
		2006	EU27	
3.0	Percentage of consumers who feel adequately protected by existing measures	70%	-3%	+37%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	76%	+6%	+41%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	77%	+1%	+31%
3.1.3	Budget for market surveillance activities in the product safety area (in% of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities in the product safety area (in number of inhabitants per inspector)	NA		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	63%		+50%
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	46%		+70%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	10%	+43%	-29%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	25%	+15%	-27%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	88%		-2%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	87%		+7%
3.1.11	Sweep on airlines -% of sites without irregularities	41%		-39%
3.1.12	Sweep on ring-tones -% of sites further investigated	83%		=
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications	15	+3%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	15%		-17%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	5%		-69%
3.1.16	Percentage of retailers whose products were checked by authorities	56%		+27%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	20%		-5%
3.1.18	Percentage of consumers who have heard of product recalls	85%		+13%
3.1.19	Percentage of consumers who have been personally affected by a product recall	17%		+70%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	34%	42%	+113%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	5%		=
3.2.3	Percentage of consumers who were satisfied with complaint handling	63%	-14%	+24%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	45%	-13%	+15%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	31%	-14%	+3%
3.2.6	Percentage of retailers who know of ADR mechanisms	75%		+12%
3.2.7	Percentage of retailers who have used ADR mechanisms	26%		+37%
3.2.8	Number of collective actions filed	8		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	88%		+16%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	16%		+14%
3.2.11	Percentage of consumers who got a lower price after switching	57%		-17%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	34%		+13%
3.2.13	Percentage of consumers who have used price comparison websites	68%		+89%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	17%	+13%	-11%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	31%	+55%	+94%
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	77%	+1%	+20%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	+1%		
3.2.18	National Public Funding to consumer organisations (executed in 2007; in €/ 1000 inhabitants)	139€		-27%

COUNTRY HIGHLIGHTS

- Trust in the consumer system and institutions are high in Sweden, at a level comparable to Finland, Denmark and the Netherlands. Moreover, the level of trust in each of the players is about the same. Overall, seven out of ten Swedes feel adequately protected by existing measures. Seventy-six percent trust public authorities to protect their rights; 77% are confident sellers and providers will respect their rights; and the same number trust consumer organisations to protect their rights. These figures are well above EU averages and at about the same level as in 2006.
- Sixty-three percent of Swedes came across misleading or deceptive offers and 46% came across fraudulent offers: these are the second highest percentages in the EU, after the Netherlands.
- Retailers have a more positive perception of the safety of goods than consumers: while 15% of consumers think a significant number of products are unsafe, only 5% of retailers are of the same opinion. Both figures are, however, below the EU-27 and EU averages. While 20% of retailers had products withdrawn from the market — slightly less than the EU-27, 17% of consumers said they were personally affected by a product recall — the second highest percentage in the EU, after Greece (18%).
- More than one out of three Swedes made a complaint to a seller or provider in the last twelve months; this is more than in any other country in the EU. Satisfaction with complaint handling is also above the EU-27 average, but below figures for 2006.
- Almost seven out of ten Swedes have used price comparison websites; the highest percentage in the EU. However, only 57% of Swedish consumers who switched service providers got a lower price after switching and 34% find it difficult to compare offers from service providers.



		Relative difference		
		2006	EU27	
3.0	Percentage of consumers who feel adequately protected by existing measures	66%	-4%	+29%
3.1	ENFORCEMENT			
3.1.1	Percentage of consumers who trust public authorities to protect their rights as a consumer	67%	-6%	+24%
3.1.2	Percentage of consumers who trust sellers / provider to respect their rights as a consumer	77%	-1%	+31%
3.1.3	Budget for market surveillance activities (in % of total national budget)	NA		
3.1.4	Number of inspectors involved in market surveillance activities (in number of inhabitants per inspector)	NA		
3.1.5	Percentage of consumers who came across misleading or deceptive advertisements / offers	42%		=
3.1.6	Percentage of consumers who came across fraudulent advertisements / offers	24%		-11%
3.1.7	Percentage of consumers who were coerced or pressurised to purchase or sign a contract	16%	+7%	+14%
3.1.8	Percentage of consumers who experienced delivery problems when purchasing over internet, post or phone	34%	+21%	+13%
3.1.9	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone, and it was accepted	86%		-4%
3.1.10	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract, and the seller / provider complied	81%		=
3.1.11	Sweep on airlines — % of sites without irregularities	NA		
3.1.12	Sweep on ring-tones — % of sites further investigated	91%		+10%
	PRODUCT SAFETY			
3.1.13	Number of RAPEX notifications under article 12 — serious risk notifications	100	+9%	
3.1.14	Percentage of consumers who think a significant number of products are unsafe	8%		-56%
3.1.15	Percentage of retailers who think a significant number of products are unsafe	7%		-56%
3.1.16	Percentage of retailers whose products were checked by authorities	30%		-32%
3.1.17	Percentage of retailers whose products have been recalled or withdrawn	15%		-29%
3.1.18	Percentage of consumers who have heard of product recalls	71%		-5%
3.1.19	Percentage of consumers who have been personally affected by a product recall	9%		-10%
3.2	CONSUMER EMPOWERMENT			
	COMPLAINTS			
3.2.1	Percentage of consumers who made a complaint to a seller / provider	24%	+9%	+50%
3.2.2	Percentage of consumers who felt they had a reason to complain, but didn't	3%		-40%
3.2.3	Percentage of consumers who were satisfied with complaint handling	46%	-15%	-10%
	REDRESS			
3.2.4	Percentage of consumers who find it easy to resolve disputes with sellers/providers through ADR	52%	-4%	+33%
3.2.5	Percentage of consumers who find it easy to resolve disputes with sellers/providers through courts	40%	-9%	+33%
3.2.6	Percentage of retailers who know of ADR mechanisms	69%		+3%
3.2.7	Percentage of retailers who have used ADR mechanisms	19%		=
3.2.8	Number of collective actions filed	14		
3.2.9	Percentage of consumers who would be more willing to defend their rights in court if they could join a collective action	88%	+6%	+16%
	SWITCHING			
3.2.10	Percentage of consumers who switched service providers	24%		+71%
3.2.11	Percentage of consumers who got a lower price after switching	70%		+1%
3.2.12	Percentage of consumers who have difficulties comparing offers from service providers	21%		-30%
3.2.13	Percentage of consumers who have used price comparison websites	49%		+36%
	CONSUMER RIGHTS			
3.2.14	Percentage of consumers who tried to return a good or cancel a contract within the cooling-off period when purchasing over internet, post or phone	14%	=	-26%
3.2.15	Percentage of consumers who have tried to replace, repair, ask for a price reduction or cancel a contract	16%	-6%	=
	CONSUMER ORGANISATIONS & INFORMATION			
3.2.16	Percentage of consumers who trust consumer organisations to protect their rights as a consumer	71%	-5%	+11%
3.2.17	Difference between trust in consumer organisations and trust in public authorities	4%		
3.2.18	National public funding to consumer organisations (total executed in 2007; in €/ 1000 inhabitants)	480€		+151%

COUNTRY HIGHLIGHTS

- In the UK trust in the consumer system and institutions is higher than the EU-27 average but slightly lower than in 2006. Two out of three consumers feel adequately protected by existing measures and trust public authorities to protect their rights. Seventy-one percent are confident that consumer organisations protect their rights well and 77% trust sellers and providers to respect their rights.
- Only 8% of consumers and 7% of retailers think a significant number of products are unsafe — significantly less than average and among the lowest in the EU. Product checks and product recalls are less frequent in the UK than on average in the EU-27 countries.
- Almost one out of four British consumers made a complaint to a seller or provider in the last twelve months: only in Sweden and the Netherlands more consumers complained. Only 3% of Brits felt they had a reason to complain, but didn't. Forty-six percent of those who complained was satisfied with the way their complaint was dealt with. This is below the EU-27 average and also less than in 2006.
- British consumers also find it relatively easy to resolve disputes with sellers and providers through ADR mechanisms (52%) and courts (40%): both percentages are above EU-27 average.
- National public funding to consumer organisations is the second highest in the EU, after Luxembourg.

