Protection of consumers: access to justice and settlement of disputes in the internal market

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The report by Luigi Andrea FLORIO (UFE, I) compliments Mr VERDE I ALDEA's report, since it relates to the Commission Green Paper on consumer access to justice and the settlement of consumer disputes in the single market. The report calls for the existing body of Union legislation to be completed by procedures enabling cross-border disputes involving individual consumers to be settled swiftly, in a satisfactory fashion, and at little cost.