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

1996/2047(COS) - 14/11/1996 - Text adopted by Parliament, single reading

In adopting the report by Mr Luigi FLORIO (UPE, I), Parliament expressed its approval of the Commission's action plan on consumer access to justice. It proposed the creation, with the Commission, of a simplified European form for intra-Community disputes worth less than a certain amount, in order to facilitate access to legal and out-of-court procedures. As far as unlawful commercial behaviour is concerned, it called on Member States to encourage consumer, professional and manufacturers' associations to represent individual persons lodging complaints. Companies based in Member States and selling products or providing services on their territory should have a permanent agent who could act for and on behalf of the company concerned and employ out-of-court procedures in order to resolve consumer complaints. Finally, Parliament called for the promotion of out-of-court procedures to settle disputes in consumer matters.