

## Basic information

**2011/0373(COD)**

COD - Ordinary legislative procedure (ex-codecision procedure)  
Directive

Alternative dispute resolution for consumer disputes (Directive on consumer ADR)

Amending Directive 2009/22/EC [2003/0099\(COD\)](#)

Amending Regulation (EC) No 2006/2004 [2003/0162\(COD\)](#)

Amended by [2023/0376\(COD\)](#)

### Subject

3.45.05 Business policy, e-commerce, after-sales service, commercial distribution

4.60.06 Consumers' economic and legal interests

Procedure completed

## Final act

[Directive 2013/0011](#)

[OJ L 165 18.06.2013, p. 0063](#)

[Summary](#)