



In case you wish to submit a dispute at one of the complaints boards of De Geschillencommissie and you are a non-Dutch speaking EU citizen, living outside of the Netherlands, the following procedure applies.

- The European Commission has taken the initiative of establishing a European Consumer Centre (ECC) in every member state (plus Norway and Iceland), for the purposes of having better informed and educated consumers and to help consumers in getting the appropriate redress in case of a violation of their rights in cross-border transactions.
- To this end the ECC assists consumers in overcoming language barriers when submitting a dispute to an extrajudicial dispute settlement body situated in another member state.
- You are therefore requested to contact the ECC in your country about your dispute. The ECC in your country will subsequently contact the Dutch ECC. They will act as a liaison between you and De Geschillencommissie. All correspondence will be conducted through the ECC's, in English.
- Your ECC will acquire all the relevant documents from the Dutch ECC and they will be completed in English in collaboration with you. All other documents relevant to your dispute will also be translated into English by your ECC. All documents will then be sent to the Dutch ECC, which translates them into Dutch.
- So, do not hesitate to contact the ECC in the member state in which you live in case of a dispute that you wish to submit at one of the complaints boards of De Geschillencommissie.
- You will find a list of the ECC's and the relevant details on this link; [http://ec.europa.eu/consumers/redress\\_cons/webcenters\\_en.htm](http://ec.europa.eu/consumers/redress_cons/webcenters_en.htm)
- If you are not an EU citizen (except inhabitants of Norway/Iceland) you cannot enlist the services of an ECC.

De Geschillencommissie,  
1 July 2009