

ADR scheme	
EU/EEA member state or else	Austria
Name in original language	Schlichtung für Verbrauchergeschäfte
Name in English	Arbitration board for consumer businesses
Contact details for consumers	
Address	Mariahilfer Straße 103/1/18, 1060 Vienna, Austria
Phone number	+43 1 890 63 11
Fax number	
E-mail address	office@verbraucherschlichtung.at
Website address	www.verbraucherschlichtung.at
How the ADR scheme works	
Type of ADR scheme	<input type="checkbox"/> public <input type="checkbox"/> established by law <input checked="" type="checkbox"/> private <input checked="" type="checkbox"/> voluntary
Limits: - any limit on the amount of the complaint or award - any time limits in bringing the complaint to the scheme -any time limits in bringing the complaint to the court and whether the filing of the complaint to a body responsible for the out-of- court settlement of consumer disputes will stop the time running.	<p>There is no limit regarding the amount of the complaint or award.</p> <p>The 'Schlichtung für Verbrauchergeschäfte' can refuse dealing with a case if the complaint is not filed within one year after the company was first confronted with the issue.</p> <p>In connection with the work of the 'Schlichtung für Verbrauchergeschäfte' there is no time limit in bringing the complaint to the court. Filing a complaint at the 'Schlichtung für Verbrauchergeschäfte' leads to the suspension of the statute of limitations and other legal periods that are relevant for the enforcement of rights.</p>
Are there prior formalities to be complied with?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the consumer have to pay a fee?	<input type="checkbox"/> yes <input checked="" type="checkbox"/> no
If the consumer has to pay a fee, how much is it (in euro)? EUR
Does the ADR scheme answer enquiries about its work?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no.
Does the ADR scheme try to help the parties reach a negotiated settlement?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
Does the ADR scheme issue a decision upholding or rejecting the complaint?	<input checked="" type="checkbox"/> yes <input type="checkbox"/> no
If the ADR scheme issues a decision, what is its effect?	<input checked="" type="checkbox"/> recommendation, not binding on either party <input type="checkbox"/> binding on the financial institution but not the consumer <input type="checkbox"/> binding on both the financial institution and the consumer <input type="checkbox"/> other, please specify
Any necessary explanation about the decision	The decision has to be within the framework of existing legislation. Apart from that, there are no provisions regarding the form of the decision. In practice our decisions include an explanation and a legal assessment of the case.
Average time for ADR scheme to resolve a complaint	Dispute resolution proceedings should not take longer than 90 calendar days from the date on which the ADR entity has received the complete complaint file.
Language(s) in which the ADR scheme operates	
Language(s) in which a complaint can be made	German
Language(s) in which any decision can be issued	German
Observations	
Any additional useful information for consumers not already covered by the other sections of this form.	

