

Are you a business user providing goods or services on online platforms such as Amazon, Apple App store, Booking.com, eBay, Etsy, Facebook, Google Play Store and others?



Have you ever had issues with the platform that you are using to provide your goods or services ?

The P2B Regulation requires medium and large online platforms to provide an **internal system for handling complaints** of business users including:

- technical issues with the use of the platform;
- measures or behaviour of the platform related to the services provided;
- alleged non-compliance of the platform with the requirements of the P2B Regulation.

The P2B Regulation also requires medium and large online platforms to identify in their terms and conditions at least **two independent mediators** with which you can initiate mediation* to resolve disputes with the platform.

Mediation is usually available after having first attempted to solve the problem through the platform's complaint handling system.

*Mediation is a structured process whereby two or more parties to a dispute attempt by themselves, on a voluntary basis, to reach an agreement on the settlement of their dispute with the assistance of a neutral and qualified third party (mediator).

Some examples of mediators handling platform-to-business mediation cases:

Mediators	CEDR	Reuling Schutte	e-Pom	Médiateur des Entreprises	BVOH
Handling P2B mediation cases for	Amazon, Apple, Deliveroo, eBay, Etsy, Expedia, Google, JustEat/Takeaway, Rakuten, Rentalcars, Shopify, Uber Eats, TikTok, Trivago	Booking.com	Bol.com, Catawiki, Joom	Cdiscount, Fnac, Le Bon Coin	Kaufland, Mobile.de, Verivox

Check the terms and conditions of the platforms to find out how to use their complaint handling system and mediation.

Complaints should be handled free of charge and within a reasonable time frame.

Mediation is faster and cheaper than going to court.

Mediation is confidential and can improve your relations with the platform.

