

Ministry: Danish Ministry of Business and Growth  
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The Danish Competition and Consumer Authority, file no.  
14/11801

Subsequent amendments to the regulation  
None

## Act on Alternative Dispute Resolution in Connection with Consumer Complaints (Act on Consumer Complaints)<sup>1)</sup>

BE IT KNOWN that the Folketing has enacted and We Margrethe the Second, by the Grace of God, Queen of Denmark, have given Our Royal Assent to the following Act:

### Part 1

#### *Objective, scope and definitions of the Act*

**1.-(1)** The objective of the Act is to establish a framework for alternative dispute resolution for consumer disputes and to ensure that consumers complaining about traders have access to an efficient and smooth complaint process.

**2.-(1)** The Act comprises disputes arising from contracts concluded between consumers and traders concerning purchase of goods or services.

(2) The Act shall not apply to

- 1) healthcare services,
- 2) education programmes provided by the public sector,
- 3) disputes resolved through a final and conclusive judgment, valid binding arbitration or court settlement, and
- 4) purchase of real estate.

**3.-(1)** The following definitions shall apply in this Act:

- 1) Alternative dispute resolution: Out-of-court dispute resolution which meets the statutory requirements.
- 2) Alternative dispute resolution body: An out-of-court complaints body comprised by the Act and defined in nos. 3-5.
- 3) Statutory alternative dispute resolution body: A complaints body which has been established under other legislation than this Act, and which hears civil law disputes.
- 4) Approved private dispute resolution body: A private complaints or appeals board approved under this Act.
- 5) The Danish Competition and Consumer Authority as dispute resolution body: Dispute resolution performed by the Danish Competition and Consumer Authority during mediation under this Act.
- 6) Mediation: Alternative dispute resolution bringing together the parties with the aim of consensual resolution without any decision in the case.
- 7) The online platform: The European platform for online dispute resolution regulated by Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes.

### Part 2

#### *Consumer information*

**4.-(1)** Traders shall provide information to consumers about the alternative dispute resolution body, cf. subsection (3), to which the consumer may file a dispute between the trader and the consumer. The information shall contain details on the address and website of the dispute resolution body.

The information shall be clear, comprehensible and easily accessible on the trader's website, if one exists, and, if relevant, in the general contract terms.

(2) In the event of a dispute between a consumer and a trader, where the trader rejects the consumer's claim in full or in part, the trader shall provide the consumer with the same information as under subsection (1), first sentence. This information shall be provided in writing on paper or another durable medium.

(3) The Ministry of Business and Growth shall prepare a list of the alternative dispute resolution bodies which are comprised by the Act, and which are to be notified to the European Commission, cf. Article 20 of the Directive of the European Parliament and of the Council on alternative dispute resolution for consumer disputes.

**5.-(1)** A trader selling goods and services to consumers via the Internet and web-based marketplaces shall provide a clear electronic link to the online platform on its website and shall also state its email address. Traders shall also inform consumers that the online platform can be used for the complaints procedure. This information shall be provided on the trader's website.

(2) If a trader submits an offer to a consumer in an email, the email shall contain a link to the online platform. If relevant, the information shall also be available in the written contract terms between the trader and the consumer.

### Part 3

#### *Approved private dispute resolution bodies*

**6.-(1)** The Minister for Business and Growth may approve the establishment and statutes of private dispute resolution bodies that cover certain industries or other specific areas.

(2) A private dispute resolution body may be approved only if its statutes contain provisions on its composition and case processing procedure that are reassuring for the parties, as well as provisions on expertise, independence, legal capacity, fees and costs. It is also a condition for approval that the chairman and any deputy chairmen of the dispute resolution body are judges.

(3) The Minister for Business and Growth may lay down more detailed rules on approval under subsection (1), including conditions for private dispute resolution bodies' use of mediation in connection with hearing of the complaint. Furthermore, the Minister may set a time limit for or revoke an approval if the conditions for the approval are no longer deemed to exist. In this connection, the Minister may lay down rules on complaint fees and rules to the effect that traders have to pay an amount to an approved private dispute resolution body to cover that body's case processing costs if the complaint is decided in favour of the consumer or settled. Moreover, the Minister may lay down rules to the effect that traders that do not contribute to the operation of the body shall pay a higher amount than traders contributing to the operation of the body.

**7.-(1)** The Danish Competition and Consumer Authority may act as secretariat for approved private dispute resolution bodies and earn income from this activity.

(2) The Minister for Business and Growth may lay down more detailed rules for the function mentioned in subsection (1).

### Part 4

#### *Statutory alternative dispute resolution bodies*

**8.-(1)** After negotiation with the relevant minister responsible, the Minister for Business and Growth may lay down rules on case processing, which statutory alternative dispute resolution bodies shall comply with in order to be notified to the European Commission, cf. section 4(3).

## Part 5

### *Mediation in the Danish Competition and Consumer Authority*

**9.-(1)** Consumers may bring complaints arising from contracts concluded between consumers and traders concerning purchase of goods or services before the Danish Competition and Consumer Authority, cf. section 13(2), first sentence, and section 16, however.

**10.-(1)** The Danish Competition and Consumer Authority shall mediate in complaints brought before the Authority, cf. section 9. The mediation shall be based on the information provided by the parties themselves. In the mediation, the Danish Competition and Consumer Authority shall especially advise the parties in respect of the general rules applying in the area and advise the parties on the practices of the Danish Consumer Complaints Board.

**11.-(1)** If the Danish Competition and Consumer Authority finds, on the basis of the mediation, that there is no possibility of reaching a consensual resolution, the parties shall be notified of the case being closed, cf. section 18(1), however. At the same time, the consumer shall be informed of the possibility of bringing the complaint before the Danish Consumer Complaints Board, cf. section 19.

**12.-(1)** The consumer shall pay a fee for mediation at the Danish Competition and Consumer Authority. The fee is non-refundable, unless the case is dismissed under section 16.

(2) The Minister for Business and Growth may lay down more detailed rules on the size and payment, including on mandatory electronic payment, of the fee mentioned in subsection (1).

**13.-(1)** The Minister for Business and Growth shall lay down more detailed rules on the activities of the Danish Competition and Consumer Authority under this Act.

(2) The Minister for Business and Growth may lay down rules to the effect that the complaint may not be brought before the Danish Competition and Consumer Authority if the price for the goods or services is below or above a certain limit. In special cases, the Danish Competition and Consumer Authority may disregard the stipulated lower limit.

## Part 6

### *Common procedural rules for approved private dispute resolution bodies and mediation at the Danish Competition and Consumer Authority* *Hearing of complaints*

**14.-(1)** Approved private dispute resolution bodies or the Danish Competition and Consumer Authority shall hear complaints under this Act about traders established in Denmark. A complaint about a trader established abroad may be heard if the case has a higher degree of association with Denmark than with the country of establishment, or if the parties so agree.

(2) A complaint about a trader established in both Denmark and one or more other countries may be dismissed if the case has a higher degree of association with another country.

(3) Any agreement about processing disputes by arbitration or in another special forum does not exclude the possibility of bringing the complaint before an approved private dispute resolution body or the Danish Competition and Consumer Authority.

**15.-(1)** For as long as a complaint is pending before an approved private dispute resolution body or the Danish Competition and Consumer Authority, the parties to the case may not bring the issues involved in the complaint before the courts.

(2) If a case has been brought before the courts, and if the consumer wishes to bring it before an approved private dispute resolution body or the Danish Competition and Consumer Authority, the court will adjourn the case and refer it to the relevant dispute resolution body or the Danish Competition and Consumer Authority, unless the consumer is deemed bound to fail in his complaint, or if the case is deemed to be unfit for hearing by the dispute resolution body or the Danish Competition and Consumer Authority.

(3) If a case has been referred to arbitration or another special forum, and if the consumer wishes to bring it before an approved private dispute resolution body or the Danish Competition and Consumer Authority, the case shall be postponed until it has been heard by the approved private dispute resolution body or the Danish Competition and Consumer Authority.

#### *Dismissal*

**16.-(1)** An approved private dispute resolution body or the Danish Competition and Consumer Authority shall dismiss complaints which are subject to, being processed by or have been processed by another private dispute resolution body, a statutory alternative dispute resolution body notified to the European Commission, a foreign dispute resolution body notified to the European Commission, the Danish Competition and Consumer Authority or a court.

(2) An approved private dispute resolution body or the Danish Competition and Consumer Authority can dismiss a complaint if

- 1) the consumer has not previously complained to the trader,
- 2) the complaint is not serious or is unnecessary,
- 3) the price of the goods or services is below or above a certain limit set by the Minister for Business and Growth under section 6(3) or section 13(2), first sentence, cf. section 13(2), second sentence, however,
- 4) the complaint is deemed to be unfit for hearing by an approved private dispute resolution body or the Danish Competition and Consumer Authority, or
- 5) hearing the complaint would seriously impede the efficient functioning of the approved private dispute resolution body or the Danish Competition and Consumer Authority.

#### *Time limits for complaint processing*

**17.-(1)** If it is obvious that the complaint cannot be heard by an approved private dispute resolution body or the Danish Competition and Consumer Authority, the dispute resolution body or the Danish Competition and Consumer Authority shall dismiss the complaint no later than three weeks from receipt. In other cases the dispute resolution body or the Danish Competition and Consumer Authority shall dismiss the case as soon as possible.

(2) Dismissal under subsection (1) shall be accompanied by a justified account of the dismissal to be submitted to both parties. At the same time, the consumer shall be informed of the possibility of bringing the case before the courts.

**18.-(1)** Mediation by the Danish Competition and Consumer Authority or approved private dispute resolution bodies approved for mediation shall be completed within 90 days from the time when the parties had the opportunity to submit their comments.

(2) Approved private dispute resolution bodies not using mediation shall decide a complaint within 90 days from the time when all information in the case is disclosed.

(3) In special cases, an approved private dispute resolution body or the Danish Competition and Consumer Authority may extend the time limits under subsection (1) or (2). In such cases, the dispute resolution body or the Danish Competition and Consumer Authority shall inform the parties of the extension of the time limit and also when the case can be expected to be decided or closed, respectively.

(4) An approved private dispute resolution body or the Danish Competition and Consumer Authority may, in special cases, postpone the hearing of a case. In such cases, the dispute resolution body or the Danish Competition and Consumer Authority shall inform the parties of the background for postponing the case and, if possible, when the hearing of the case can be expected to continue.

#### *Part 7*

#### *The Danish Consumer Complaints Board*

#### *Complaints to the Danish Consumer Complaints Board*

**19.-(1)** Consumers may bring complaints arising from an agreement between a consumer and a trader about the purchase of goods or services before the Danish Consumer Complaints Board, cf. section 20.

(2) If the mediation by the Danish Competition and Consumer Authority has not resulted in a consensual resolution, and if the consumer wishes to bring the case before the Danish Consumer Complaints Board, this must be done no later than four weeks after the Danish Competition and Consumer Authority's notification to the parties to the effect that the case is closed.

**20.-(1)** The Danish Consumer Complaints Board may hear a complaint if

- 1) the mediation by the Danish Competition and Consumer Authority has not produced a consensual resolution, cf. Part 5, and
- 2) the price of the goods or services is below or above certain limits set by the Minister for Business and Growth, cf. section 22(2).

(2) Notwithstanding subsection 1(2), the Danish Consumer Complaints Board may hear complaints brought before it at the initiative of the Danish Competition and Consumer Authority, cf. section 22(3).

**21.-(1)** The Danish Consumer Complaints Board shall make decisions regarding complaints brought before it.

(2) The Danish Consumer Complaints Board may dismiss a complaint if the complaint is comprised by section 16. Moreover, the Danish Consumer Complaints Board may dismiss a complaint if the consumer is deemed bound to fail in his complaint.

(3) The Board may authorise the secretariat, cf. section 24, to make the decisions mentioned in subsection (2).

**22.-(1)** The Minister for Business and Growth shall lay down rules on the activities of the Board, including establishment of an executive committee for the Board and rules on the activities of the executive committee.

(2) The Minister for Business and Growth may lay down rules to the effect that complaints where the price for the goods or services is below or above a certain limit cannot be brought before the Danish Consumer Complaints Board.

(3) In special cases, the Danish Competition and Consumer Authority may disregard the stipulated lower limit as mentioned in subsection (2).

(4) In special cases, the Danish Competition and Consumer Authority may refrain from charging fees payable by the consumer or trader for processing of the case by the Danish Consumer Complaints Board, cf. sections 27 and 28. Notwithstanding the provision in the first sentence, the Danish Competition and Consumer Authority will charge a fee from the trader in the event of settlement in favour of the consumer.

**23.-(1)** The designation Danish Consumer Complaints Board is reserved for the Board referred to in this Part.

(2) The Minister for Business and Growth may lay down rules prohibiting other dispute resolution bodies from using designations that may be confused with the designation stated in subsection (1).

#### *Secretariat of the Danish Consumer Complaints Board*

**24.-(1)** The Danish Competition and Consumer Authority is the secretariat of the Danish Consumer Complaints Board.

(2) The Danish Competition and Consumer Authority provides advisory services to the business community and consumers in order to prevent complaints and assists the business community in the establishment of approved private dispute resolution bodies.

#### *The composition of the Danish Consumer Complaints Board*

**25.-(1)** The Danish Consumer Complaints Board is composed of one chairman and at least one deputy chairman and representatives of consumer and business interests.

(2) The members of the Board shall be appointed by the Minister for Business and Growth. The chairman and the deputy chairman shall be judges and may be superior court judges. The representatives of consumer and business interests shall be appointed at the recommendation of consumer organisations and trade and industry organisations.

(3) The Minister may lay down rules on the composition of the Board and the number of representatives and their term of office.

**26.-(1)** The chairman or the deputy chairman shall take part in the Danish Consumer Complaints Board's hearing of a complaint. In addition, at least two members elected among the representatives of consumer and business interests shall take part to ensure that these interests are equally represented.

*Fees and costs of the Danish Consumer Complaints Board*

**27.-(1)** The consumer shall pay a fee for having a complaint heard by the Danish Consumer Complaints Board.

(2) The fee in subsection (1) shall be refunded to the consumer if

- 1) the consumer succeeds in his complaint,
- 2) the case is settled,
- 3) the case is dismissed as being unfit for hearing before the Danish Consumer Complaints Board, cf. section 21(2), first sentence, or
- 4) the case is dismissed as being outside the scope of the Danish Consumer Complaints Board, cf. section 2, section 19(1), section 21(2) and section 29.

(3) The Minister for Business and Growth may lay down more detailed rules on the size and payment of the fee mentioned in subsection (1), including on mandatory electronic payment.

**28.-(1)** A trader shall pay a fee to the Danish Competition and Consumer Authority towards covering the Authority's expenses for having the case heard by the Danish Consumer Complaints Board if the consumer succeeds in his complaint or if the case is settled.

(2) The Minister for Business and Growth may lay down more detailed rules on the size and payment of the fee mentioned in subsection (1), including on mandatory electronic payment.

*Procedural rules of the Danish Consumer Complaints Board*

**29.-(1)** The Danish Consumer Complaints Board shall hear complaints about traders established in Denmark. A complaint about a trader established abroad may be heard if the case has a higher degree of association with Denmark than with the country of establishment, or if the parties so agree.

(2) A complaint about a trader established in both Denmark and one or more other countries may be dismissed if the case has a higher degree of association with another country.

(3) Any agreement about referring disputes to arbitration or another special forum does not exclude the possibility of bringing the complaint before the Danish Consumer Complaints Board.

**30.-(1)** For as long as a complaint is pending before the Danish Consumer Complaints Board, the parties to the case cannot bring the issues involved in the complaint before the courts.

(2) If a case has been brought before the courts, and if the consumer wishes to bring it before the Danish Consumer Complaints Board, and the consumer is entitled to this, cf. section 19(2) and section 20, the court will adjourn the case and refer it to the Danish Consumer Complaints Board, unless the consumer is deemed bound to fail in his complaint, or the case is deemed to be unfit for hearing by the Danish Consumer Complaints Board.

(3) If a case has been referred to arbitration or another special forum, and if the consumer wishes to bring it before the Danish Consumer Complaints Board, and the consumer is entitled to this, cf. section 19(2) and section 20, the case shall be postponed until it has been heard by the Danish Consumer Complaints Board.

(4) In special cases, the Danish Consumer Complaints Board may postpone the hearing of a case. In such cases, the Danish Consumer Complaints Board shall inform the parties of the background for postponing the case and, if possible, when the case can be expected to be resumed.

Part 8

*Enforcement and cost coverage for decisions by the Danish Consumer Complaints Board or an approved private dispute resolution body*

**31.-(1)** The Danish Consumer Complaints Board and approved private dispute resolution bodies shall serve a decision on the trader if the consumer is wholly or partly successful in his complaint. In connection with such service, the trader shall be informed of the content of sections 32-34.

**32.-(1)** If the trader does not wish to be bound by the decision of the Danish Consumer Complaints Board or an approved private dispute resolution body, the trader shall inform the Board or the dispute resolution body thereof in writing within 30 days from service of the decision.

**33.-(1)** A request from the trader to reopen the complaint which has been filed in writing to the Danish Consumer Complaints Board or the approved private dispute resolution body before the expiry of the time limit set out in section 32 shall act as a stay of execution. The time limit in section 32 shall then be reckoned from the time when the request for reopening was rejected or when the Board or the dispute resolution body made its decision in the reopened case.

**34.-(1)** The decision of the Danish Consumer Complaints Board or an approved private dispute resolution body on the complaint may be enforced in relation to the trader after the expiry of the time limits in sections 32 and 33, unless the trader has given the Danish Consumer Complaints Board or the approved private dispute resolution body prior notice in writing that the trader concerned does not wish to be bound by the decision.

(2) A request to the bailiff's court for enforcement shall be accompanied by the decision which provides the basis for the request for enforcement, and a declaration from the Danish Consumer Complaints Board that the trader has failed to state within the time limits set out in sections 32 and 33 that the trader concerned does not wish to be bound by the decision.

**35.-(1)** When a decision has been made on a complaint, either party may bring the case before the courts

(2) At the request of the consumer, the Danish Competition and Consumer Authority may bring the case before the courts on behalf of the consumer in the event of non-compliance with decisions or settlements.

**36.-(1)** Following an application the Danish Competition and Consumer Authority may grant to a consumer who has been wholly or partially successful in the claim before the Danish Consumer Complaints Board or an approved private dispute resolution body and who has no legal expenses insurance or any other insurance which will cover the costs of legal proceedings, cost coverage in accordance with the provisions of subsections (2) and (3)

(2) Cost coverage may be granted for legal proceedings before a court of first instance if the legal proceedings have been instituted by the consumer to satisfy the decision of the Danish Consumer Complaints Board or the dispute resolution body or a settlement made before the Danish Consumer Complaints Board or the dispute resolution body or by the trader to amend the decision of the Danish Consumer Complaints Board or the dispute resolution body or a settlement made before the Danish Consumer Complaints Board or the dispute resolution body. Cost coverage cannot be granted if it is obvious that the applicant will not be successful in the case

(3) Sections 331-335 of the Danish Administration of Justice Act shall apply correspondingly. However, section 335, second sentence, shall only apply if the consumer satisfies the financial conditions for free legal aid, cf. section 325 of the Danish Administration of Justice Act.

**37.-(1)** Following an application the Danish Competition and Consumer Authority may grant to a consumer having a legal expenses insurance or any other insurance which covers costs in connection with the legal proceedings, a repayment paid out of public funds to cover the part of the costs that exceeds the insurance maximum provided that the nature or circumstances of the case will otherwise justify the claim that the costs could not be paid within the insurance maximum. Section 36(1) and (2) shall apply correspondingly.

(2) Costs relating to the case shall be covered under subsection (1) to the extent public funds would have granted cost coverage under section 36(3), if cost coverage had been granted under section 36, cf. sections 331, 332 and 334 of the Danish Administration of Justice Act.

(3) When the Danish Competition and Consumer Authority has made a decision to the effect that the conditions in subsection (1) for covering the part of the costs that exceeds the insurance maximum are satisfied, the Danish Competition and Consumer Authority will send the case to the court hearing or having heard the case, after which the court shall determine the amount that can be covered, see subsection (2).

(4) Based on an application the Danish Competition and Consumer Authority may grant to a consumer repayment out of public funds of any excess under a legal expenses insurance or other insurance which covers costs of legal proceedings as mentioned in section 36(1) and (2).

**38.-(1)** Based on an application the Danish Competition and Consumer Authority may grant to a consumer repayment out of public funds of any expenses reasonably paid in connection with enforcement of a decision made by or a settlement made before the Danish Consumer Complaints Board or an approved private dispute resolution body.

**39.-(1)** The Minister for Business and Growth may lay down rules on the contents of an application concerning cost coverage or repayment under sections 36-38, including rules on filing of the application within a certain time limit and on the information that the applicant must provide.

(2) Decisions made by the Danish Competition and Consumer Agency under sections 36-38 cannot be brought before another administrative authority.

## Part 9

### *Publication and digital communication*

**40.-(1)** The Minister for Business and Growth may lay down rules on the publication of information and statistics regarding various circumstances in the field of consumer complaints, including decisions made by alternative dispute resolution bodies, and to the effect that such publication shall be made electronically.

**41.-(1)** The Minister for Business and Growth may lay down rules to the effect that written communication to and from the Danish Consumer Complaints Board or the Danish Competition and Consumer Authority about issues comprised by this Act or by rules issued under this Act, shall take place digitally.

(2) The Minister for Business and Growth may lay down rules on digital communication, including rules on the use of specific IT systems, special digital formats and digital signature or the like.

(3) A digital message shall be deemed to have reached its destination when it is available to the addressee.

(4) The Minister for Business and Growth may lay down rules to the effect that the Danish Consumer Complaints Board or the Danish Competition and Consumer Authority may issue decisions and other documents under this Act or pursuant to rules issued under this Act without a signature, with a mechanically or similarly reproduced signature, or using a technique which ensures unique identification of the person who issued the decision or the document. Such decisions and documents shall have the same status as decisions and documents with a personal signature.

(5) The Minister for Business and Growth may lay down rules to the effect that decisions and other documents made or issued exclusively on the basis of electronic data processing may be issued by stating the Danish Consumer Complaints Board or the Danish Competition and Consumer Authority as the only sender.

## Part 10

### *Delegation of powers*

**42.-(1)** If the Minister for Business and Growth delegates his/her powers under this Act to the Danish Competition and Consumer Authority, the Minister may lay down rules governing the right to complain, including rules to the effect that complaints cannot be brought before another administrative authority.

## Part 11

### *Automatic right of appeal, etc.*

**43.-(1)** Decisions made by the Danish Competition and Consumer Authority under this Act or provisions issued pursuant to this Act cannot be brought before a higher administrative authority, cf. subsection (2), however.

(2) Complaints about decisions made by the Danish Competition and Consumer Authority, cf. subsection (1), may be brought before the chairman of the Danish Consumer Complaints Board.



## Part 12

### *Penalty*

- 44.-(1)** The penalty for traders in material or repeated breach of sections 4 or 5 shall be a fine.
- (2) Rules laid down pursuant to section 23(2) may prescribe that a fine shall be payable if the provisions are violated.
- (3) Companies, etc. (legal entities) may incur criminal liability subject to the provisions laid down in Part 5 of the Danish Penal Code.

## Part 13

### *Commencement, amendments to other legislation and transitional provisions*

- 45.-(1)** This Act shall enter into force on 1 October 2015, cf. subsection (2), however.
- (2) Section 5 shall enter into force on 9 January 2016.
- (3) The Danish Act on Consumer Complaints (the Consumer Complaints Act), cf. Consolidated Act No. 1095 of 8 September 2010, shall be repealed. However, complaints filed prior to the date of commencement stated in subsection (1) shall be processed under the Act applicable so far, cf. the first sentence.

**46.-(1)** The Danish Postal Act, Act No. 1536 of 21 December 2010, as amended by Act No. 172 of 26 February 2014, shall be amended as follows:

**1.** In *section 25(2)*, "complaints or appeals board" shall be amended as: "dispute resolution body", and "Part 2 of" is omitted.

**47.-(1)** The Danish Administration of Justice Act, cf. Consolidated Act No. 1308 of 9 December 2014, as amended by section 1 of Act No. 1242 of 18 December 2012, section 3 of Act No. 176 of 24 February 2015 and section 2 of Act No. 270 of 25 March 2015, shall be amended as follows:

**1.** In *section 323(4)(4)*, "complaints or appeals board" shall be amended as: "dispute resolution body".

**2.** In *section 328(2)(5)*, "decided by a" shall be amended as: "heard by the Danish Competition and Consumer Authority, a", and "complaints or appeals board" shall be amended as: "dispute resolution body".

**3.** In *section 361(1), first sentence*, "the Danish Consumer Complaints Board or a complaints or appeals board" shall be amended as: "the Danish Competition and Consumer Authority, the Danish Consumer Complaints Board or a private dispute resolution body", "the board in question" shall be amended as: "the Danish Competition and Consumer Authority, the Danish Consumer Complaints Board or the approved private dispute resolution body in question", and "the board" shall be amended as: "the Danish Competition and Consumer Authority, the Danish Consumer Complaints Board or the approved private dispute resolution body in question".

**4.** In *section 361(1), second sentence*, "the board" shall be amended as: "the Danish Competition and Consumer Authority, the Danish Consumer Complaints Board or the approved private dispute resolution body in question".

**5.** In *section 361(2), first sentence*, "about hearing before a board" is omitted.

**6.** In *section 361(3)*, "hearing before a board" shall be amended as: "hearing of the case before the Danish Competition and Consumer Authority, the Danish Consumer Complaints Board or an approved private dispute resolution body".

**7.** In *section 361(4)*, "the board" shall be amended as: "the Danish Competition and Consumer Authority, the Danish Consumer Complaints Board or an approved private dispute resolution body".

8. In *section 478(1)(8)*, "section 4 c of the Danish Act on Consumer Complaints" shall be amended as:  
"section 34 of the Danish Consumer Complaints Act", and  
"complaints or appeals boards" shall be amended as: "dispute resolution bodies".

*Given at Christiansborg Palace on 29 April 2015*

Under Our Royal Hand and Seal MARGRETHE R.

/ Henrik Sass Larsen

1) This Act contains provisions implementing Directive 2013/11/EU of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and Directive 2009/22/EC (Directive on consumer ADR), Official Journal 2013, No. L 165, page 63.