



Cooperation Improving Consumers Law Enforcement

**379.978
Complaints
received
(2023-
2025)**

The CICLE-X project aimed to maximize the use of consumer complaints data to strengthen market surveillance and improve consumer law enforcement. It developed advanced digital tools to collect, analyze and share complaints data, fostering cooperation between consumer organizations, enforcement authorities and companies across the EU.

We tackled consumer law breaches nationally and cross border; we monitored consumers complaints by nature of problem and measured how consumer policy is performing at national and EU level; we identified trends in consumers complaints management by brands.

Which are the brands that have received the most complaints?

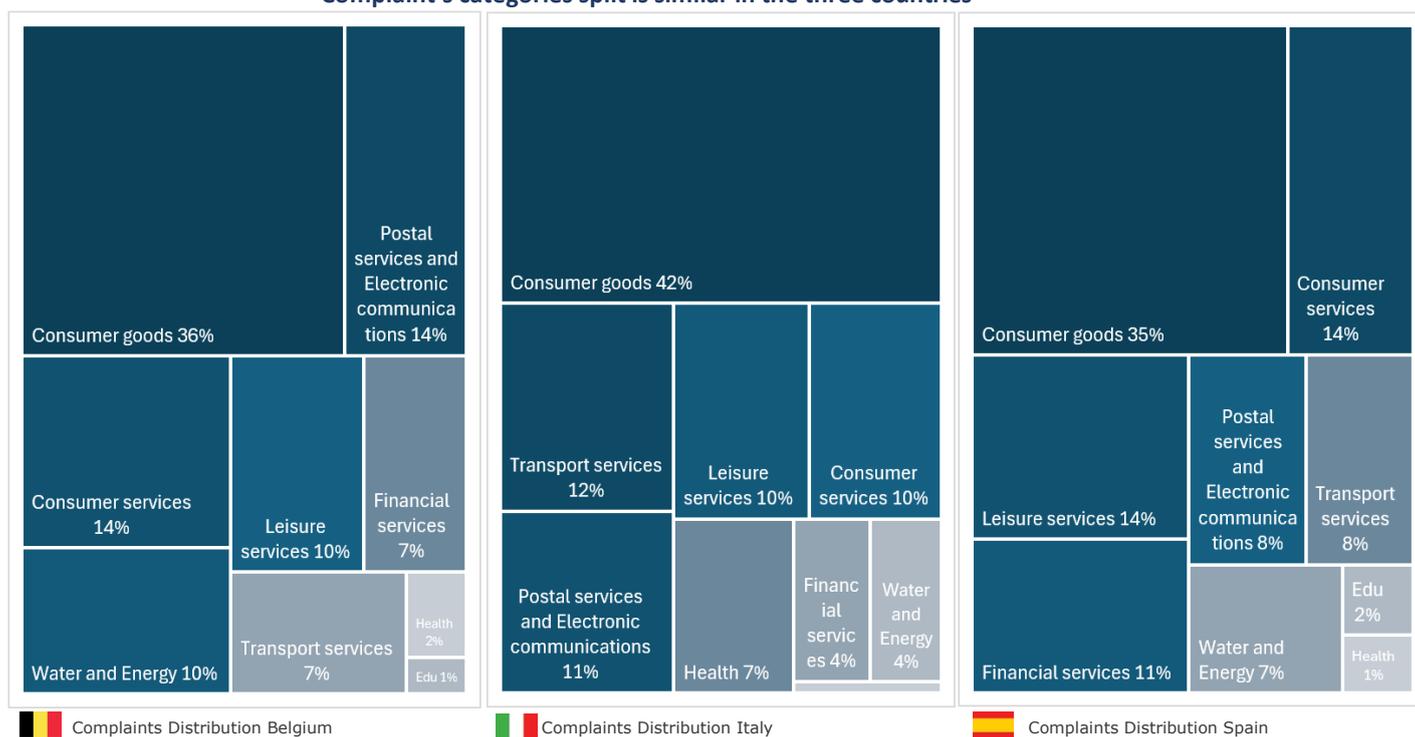
89.979 not answered complaints by brands



The ranking refers to complaints to companies that have joined the Plateforme plaints/ Het klachtenplatform, Reclama Facile or Reclamar platform in a collaborative spirit. It is therefore not to be considered exhaustive of the complaints we receive on a daily basis via other channels, and which also concern many other market players.

Which categories are of most interest in BE, IT and SP?

Complaint's categories split is similar in the three countries

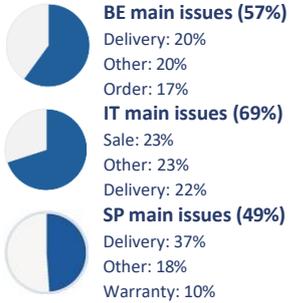


Which are the main problems identified in each category?

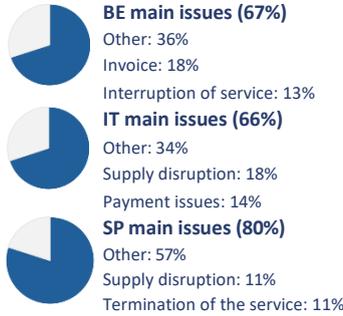
We noticed seasonal and recurrent problems to which it would make sense to find common solutions



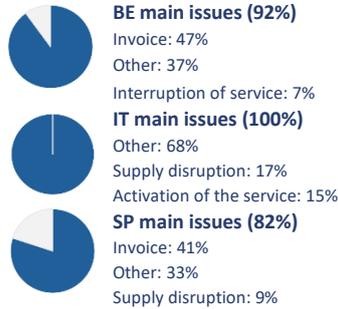
CONSUMER GOODS



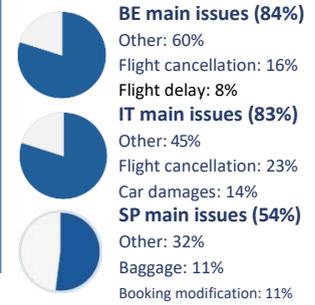
POSTAL SERVICES & TELECOMMUNICATIONS



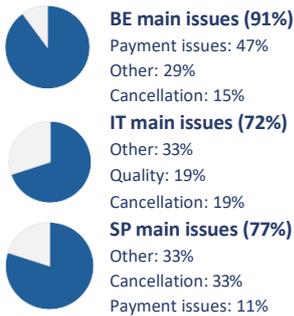
WATER & ENERGY



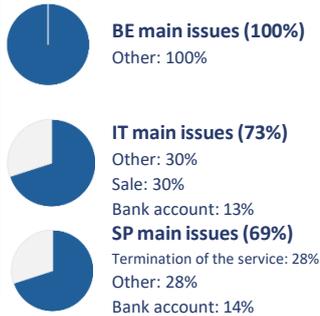
TRANSPORTATION SERVICES



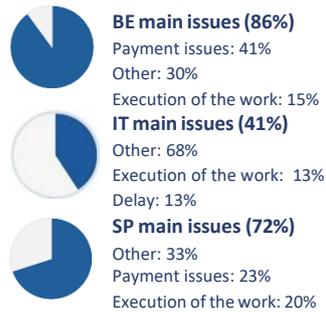
LEISURE SERVICES



FINANCIAL SERVICES



CONSUMER SERVICES



EDUCATION

For this sector, consumers found many diverse issues, leading them to classify most complaints under "Others".



HEALTH

For this sector, consumers found many diverse issues, leading them to classify most complaints under "Others".

Main enforcement actions

BELGIUM

- **Ryanair's** terms were analyzed and there were found unlawful charges for carry-on luggage and a lack of price transparency during booking. Three complaints were filed to the Economic Inspectorate and an injunction was filed against **Ryanair**.
- Complaint filed with the Dutch Data Protection Authority against **Booking.com** after identifying a fraud involving hacked hotel profiles and fake hotels and advertisements, linked to GDPR breaches.

ITALY

- **Citroën** class action and **Opel** injunction, (both part of Stellantis) to claim compensation for Italian owners who were unable to use their cars due to dangerously faulty airbags.
- The Italian Competition Authority has imposed a 2 million euro fine on **Talea Group S.p.A.**, active in the online sale of parapharmaceuticals and over-the-counter medicines due to unfair commercial practices on availability and delivery times of its online products.

SPAIN

- An injunction was filed against the pharmacy **Farmaferoles** for unfair commercial practices on availability and delivery times of its online products. An agreement was reached and approved in Court to compensate consumers.
- The online distribution company **All Zone** failed to deliver products on time and often delayed reimbursements. OCU has filed a conciliation in Court to achieve an agreement to redress consumers.