



EUROPEAN COMMISSION



HELLENIC REPUBLIC



Athens 10 January 2012
Ref. No. :ECC/1

Information:

Mrs Maria Dimitrakopoulou
Secretary

Tel. No.: + 30 210 6460284

Fax: + 30 210 6460784

E-mail: mardim@synigoroskatanaloti.gr

To:

ECC-Net Directors

Subject: Commencement of ECC-Greece operation.

Dear Colleagues at fellow ECC's,

We are glad to announce commencement of the **Greek European Consumer Centre's (ECC-Greece)** official operation as from the 1st of January 2012, which grants Greece active membership to the **ECC-Network** again.

The new ECC-Greece will be operating under the auspices and with the support of its host organization, the **Hellenic Consumers Ombudsman (HCO)**, which consists an Independent Authority of the Greek Public Sector mandated with the out-of-court, consensual settlement of local consumer disputes.

The HCO constitutes the primary, most comprehensive Alternative Dispute Resolution scheme in Greece, handling approximately more than **5.000** written complaints and **15.000** phone queries per year, with an accredited record of successful mediation in handled cases. Next to the broad social and political recognition he enjoys, the HCO performs also a critical advisory role to the State and contributes largely to public awareness through the dissemination of various informative material (yearly and periodic reports, leaflets, brochures, press-releases, etc.) of central interest to consumers.

With ECC-Greece fully operational again, EU (including Norway and Iceland) citizens will be able to resort to an effective and reliable service for the amicable settlement of their **cross-border consumer disputes with Greek traders**. Therefore, please encourage consumers in your country to submit all their relevant complaints to your ECC and then forward them appropriately to ECC-Greece either by:

Post: European Consumer Centre – Greece
144 Alexandras Av.
PC: 114 71, Athens

Fax: +30 210 6460784

Or e-mail: ecc-greece@synigoroskatanaloti.gr


Likewise, we rest assured that we can resort to your help and support for the settlement of **Greek citizens' cross-border consumer disputes with traders in your country**. In this context, we will happily welcome exchange of information, guidance and experiences to the benefit of our co-operation.

Sincerely

Mr. Evangelos Zerveas


President of HCO

Mr. Dimitrios Markou


Deputy President of HCO
Acting Director of ECC-Greece