Platform to Business Complaints Report

129 cases closed for the period covering 1 July 2021 to 1 July, 2022.
91% of all cases were resolved.

Of the resolved cases:
74% were resolved in 5 days or less.
14% of cases were resolved in 10 days or less.
12% of cases were resolved in more than 10 days.

Types of cases:
Verification of Host Account: 75 cases (58% of total)
Account and Listing Suspensions: 18 cases (14% of total)
Technological Issues: 19 cases (15% of total)
Service and Product related Complaints: 17 cases (13% of total)

We have received no mediation requests to date.

Previous report (Published in July 2021)

51 cases closed as of 1 July, 2021 since the Regulation came into effect.
92% of all cases were resolved.

Of the resolved cases:
64% were resolved in 5 days or less.
87% of cases were resolved in 10 days or less.
13% of cases were resolved in more than 10 days.

Types of cases:
1. Verification of Host Account: 24 cases (47% of total)
2. Account and Listing Suspensions: 16 cases (31% of total)
3. Technological Issues: 7 cases (14% of total)
4. Service and Product related Complaints: 4 cases (8% of total)

We have received no mediation requests to date.