Platform to Business Complaints Report

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.