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National Report on Alternative Dispute Resolution (ADR) 2026

Fields marked with * are mandatory.

Pursuant to Article 20(6) of Directive 2013/11/EU on alternative dispute resolution for consumer disputes as amended by Directive (EU) 2025/2647, **ADR competent authorities shall publish and send to the Commission a report on the development and functioning of ADR entities every four years.**
The European Commission is proposing this template questionnaire to assist the ADR competent authorities in the Member States in drawing up their national application report. The filled-in questionnaire would serve as the national ADR report; **hence authorities will not be asked to submit another report**. It is highly recommendable for Member States to follow this process to avoid fragmented reporting which would be difficult to analyse at EU level. This template uses the 'EU Survey' tool, which facilitates the collection of national reports in a comparable manner, minimising data variation as much as possible. We kindly ask national authorities to complete their national report in EN or in their native language by **1 November 2026**.
ADR competent authorities may use the Commission machine translation available here to translate the questionnaire and/or to fill it in their national language.
EUSurvey allows saving the contribution as a draft, downloading the questionnaire and creating a pdf report that can be used for national purposes.
This template is structured into 3 parts:

- **Part I: ADR procedures in your Member State**
- **Part II: Activities of ADR entities (collection of quantitative data)**
- **Part III: Best practices, shortcomings & recommendations**

In case there is more than one ADR competent authority in your Member State, the questionnaire is to be filled in by the designated single point of contact. In order to complete Part II, information will need to be collected from all competent authorities in your Member State. The data collected is to **cover the following years: 2022, 2023, 2024 and 2025**. The report should reflect cases according to the year when they are closed e.g. if a case was initiated in 2022 and closed in 2023, it should be reflected in the 2023 statistics. If a case was transferred from one ADR entity to another, it should be reflected in the data compiled by the ADR entity which handled the case successfully.
In line with the objective of the recent review of the ADR Directive, the Commission aims at rationalising reporting requirements. Hence, should the information provided in 2022 still apply for the open-ended questions, you may indicate so; and only add updates and developments.
The objectives of the national application report are for the ADR competent authorities:

a) to describe the state of play of ADR across different market sectors over the 4 years in question,

b) to take stock of the national ADR architectures and procedures (e.g. workflows) and their evolution over the 4 years in question,

c) to explore enablers and obstacles affecting the effectiveness and engagement of ADR at national level and identify aspects that may require additional attention,

d) to identify replicable best practices and areas of success which could be beneficial to other Member States,

e) to learn about existing or envisaged specific national measures aimed at boosting ADR and the impact of these measures,

f) to provide feedback to the Commission about the implementation of ADR procedures at national level allowing for constructive dialogue on potential improvements to existing policies and in its support to Member States in the upcoming transposition of Directive (EU) 2025/2647.

Based on the results, and similarly to what was done in the past (see here the ADR application reports published in 2019 and 2023), the Commission will publish in 2027 an application report providing insights on national ADR landscapes and highlighting future EU-wide priorities in the ADR domain.

Moreover, this exercise also seeks to ensure that the information provided in the Commission redress portal is correct for each ADR entity established in your Member State, namely:

- Fees
- Market sectors
- Cross-border competence
- Procedural language
- Binding/non-binding outcome
- Grounds for refusal
- Contact information

We kindly ask you to double-check the above-listed information with the respective ADR entities.

If you need to make updates/corrections, please contact JUST-ADR@ec.europa.eu.

The Commission will shortly communicate requesting ADR entities to send the links to the complaint forms of the respective ADR entities; where such forms are available, to be included on the redress portal.

For any queries related to the questionnaire, please contact JUST-ADR@ec.europa.eu.

Background

*** 1. Indicate the Member State for which you are filling in the questionnaire**

SK - Slovak Republic

*** 2. Name of the ADR competent authority filling in the questionnaire**

Ministry of Economy of the Slovak Republic

*** 3. Is this authority the single contact point for ADR in your Member State?**

◉ Yes

- [ ] No

4. Provide your ADR competent authority contact details:

* **postal address**

Mlynské nivy 44/a, 827 15 Bratislava 29, Slovak Republic

* **e-mail address**

ars@mhsr.sk

* **5. Can the Commission contact you for further analysis about the survey or for other ADR-related queries?**

- [x] Yes
- [ ] No

* **6. When do you plan to publish this ADR national report? And where?** (e.g. on the authority's website, social media, physical publication, etc.)

The report is planned to be published on the Ministry's website in autumn 2026 (October).
www.economy.gov.sk

Part I: ADR procedures in your Member State

7. Select the correct answer and add comments in the last column, if needed

	Yes/No	Further comments

Have you introduced any amendments in the national ADR legislation over the past 4 years? (e.g. related to the introduction of mandatory trader participation, the binding or non-binding outcomes, etc.) *	Yes	The Slovak ADR legislation has been amended within the last four years, most notably through amendments effective on 1 July 2024 in connection with the adoption of Act No. 108/2024 Coll. on Consumer Protection and Amending Certain Laws, which also amended Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments to Certain Acts. The amendments did not fundamentally change the Slovak ADR system, but they modernised and streamlined several procedural aspects: The legislation was aligned with the new Slovak consumer protection framework by replacing the concept of “seller” with the broader concept of “trader”, ensuring consistency with the new consumer protection legislation. The scope of ADR was clarified, particularly in relation to disputes concerning payment services and payment account switching. ADR entities were given additional procedural tools, including the possibility to reject manifestly abusive applications and to suspend ADR proceedings in certain circumstances (for example, where parallel supervisory proceedings could contribute to resolving the dispute). New provisions concerning filing fees were introduced. Where an ADR entity charges a filing fee, the consumer must be invited to pay the fee following the submission of a complete application and the assessment of the grounds for refusal. The application must be set aside if the fee is not paid within the specified period. The maximum fee of EUR 5 remains unchanged. Reporting, record-keeping and transparency obligations of ADR entities were revised and expanded, including more detailed statistical reporting requirements and publication obligations. Several procedural provisions were clarified, including rules on inadmissibility of applications, termination of proceedings, cooperation obligations, and communication with the parties. In disputes concerning liability for defects, ADR entities were also given the possibility to propose obtaining an opinion from a professionally qualified person on factual issues relevant to the dispute. The legislation introduced rules governing the selection of such a person and the allocation of the related costs. The 2024 amendments also simplified certain requirements for the registration of ADR entities and for persons authorised to conduct ADR procedures, including a reduction in the required length of professional experience in certain cases. The Ministry of Economy of the Slovak Republic is responsible for monitoring compliance of ADR entities with their statutory obligations. Such control activities are carried out in accordance with Act No. 10/1996 Coll. on Control in State Administration, which constitutes the general legal framework governing inspections and control procedures conducted by state authorities. The supervisory framework itself was not substantially amended by the 2024 reform. However, the amendments expanded certain reporting, record-keeping and transparency obligations of ADR entities, thereby increasing the range of obligations that may be subject to review during the Ministry’s control activities.

Do you have mandatory ADR? If yes, are there limitations?	* Yes	In Slovakia, Alternative Dispute Resolution (ADR) for consumer disputes is regulated by Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments to Certain Acts. Consumers have the right to submit a dispute to an ADR entity before pursuing court proceedings. Once an ADR procedure has been duly initiated, the trader concerned is required to cooperate with the ADR entity. This obligation applies generally to traders within the scope of Act No. 391/2015 Coll. and is not limited to specific sectors or categories of traders. Mandatory participation does not, however, require the trader to accept a proposed solution or to reach a settlement. Nor is the consumer required to use ADR before bringing the dispute before a court.
Are there any consequences to the trader who decides not to participate in ADR procedures?	* Yes	Under Slovak law, once an ADR procedure has been initiated, the trader is required to cooperate with the ADR entity. If the trader fails to provide the requested statement, documents, or other cooperation, the competent supervisory authority may impose a fine ranging from 500 € to 10,000 € (or up to twice that amount in case of repeated violation of the same obligation within the statutory period). In addition, the trader's business name and registered office /business address may be published on the ADR entity's website for up to 90 days if a fine has been imposed for failure to cooperate. Participation in ADR is therefore not entirely voluntary for traders. While a trader cannot be forced to reach a settlement, it is legally required to cooperate with the ADR body during the proceedings.

Are there other time-limits imposed in your national legislation which may lead to the refusal of a consumer ADR dispute (apart from the consumer having submitted a complaint more than one year from the date of complaint to the trader)? *	No	Apart from the one-year time limit, Slovak Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments to Certain Acts does not establish any other specific time limit for submitting a consumer ADR application that would constitute a ground for refusal. Other statutory grounds for rejecting an application apply, but they are not based on additional time limits. In particular, an ADR entity may refuse a complaint if: the consumer did not first attempt to resolve the dispute directly with the trader; the value of the dispute does not exceed EUR 20; the dispute has already been or is being handled by another ADR entity, a court, an arbitral tribunal, or has been resolved through mediation; the complaint is manifestly unfounded, abusive, or anonymous; the ADR entity lacks jurisdiction over the dispute or the type of dispute concerned; the ADR proceedings would require disproportionate effort in light of all the circumstances of the case.

Have you received complaints from consumers on ADR procedures in the past 4 years? If yes, how do you handle them?	* Yes	Consumers occasionally contact the Ministry of Economy of the Slovak Republic with questions or complaints concerning ADR procedures. These submissions are examined individually and, where necessary, the Ministry communicates with the ADR entity concerned, provides clarification on the legal framework, and offers methodological guidance aimed at ensuring the proper and consistent application of ADR legislation. In such cases, the Ministry contacts the ADR entity concerned and requests its observations, together with any relevant documents and information necessary to assess the complaint. After reviewing all available information, the Ministry evaluates the complaint and provides a reasoned response both to the consumer and to the ADR entity concerned. Where the Ministry identifies deficiencies or non-compliance by an ADR entity in the course of examining a complaint, these findings may be taken into account in the Ministry's supervisory and control activities with regard to that ADR entity. The Ministry's assessment concerns compliance with statutory obligations and procedural requirements, without reviewing or overturning the outcome of an individual ADR procedure.
Have you received assessment requests by ADR entities in the past 4 years?	* No	No formal assessment requests from ADR entities were received during the reporting period 2022–2025. ADR entities have, however, occasionally sought consultations, assistance and methodological guidance from the Ministry of Economy of the Slovak Republic whenever questions arise in connection with the implementation of ADR legislation or ADR procedures. The communication mainly relates to the interpretation of legislative provisions, procedural matters, exchange of best practices, reporting and administrative requirements, and other issues relevant to the effective functioning of ADR entities. Such consultations do not constitute formal assessment requests but help promote a uniform application of the legal framework and contribute to the overall quality and consistency of consumer ADR in Slovakia.

Have you delisted any ADR entities in the past 4 years? If yes, what were the reasons?	* No	
Have you noticed a particular ADR trend in the past 4 years? (E.g. increase of cases in a particular market sector, backlogs, ADR popularity and perception)	* Yes	Over the past four years, a notable trend has been an increase in the number of consumer submissions to ADR entities across various sectors. According to data reported by ADR entities, the total number of cases received increased from 490 in 2022 to 919 in 2025. A trend observed by several ADR entities is an increase in submissions that appear to have been prepared with the assistance of AI tools. AI-based applications increasingly provide information on consumer rights and available dispute resolution mechanisms, including ADR, thereby raising awareness of and access to ADR procedures. As a result, more consumers are being directed towards ADR as an effective alternative to court proceedings.

* **8. How is ADR funded in your Member State?**

- ○ Public funding
- ○ Funded by traders
- ○ Funded by trader associations
- ◉ Mix or other types of funding

* If mix or other types of funding, please describe:

In Slovakia, ADR entities are funded through a combination of public and private resources. Public ADR authorities are financed from public funds, while authorised ADR entities are primarily funded by the respective ADR entities themselves, mainly through the resources of the organisations that established and operate them. Sector-specific ADR bodies, such as those established by industry associations (e.g. banking and insurance associations), are financed by these associations and their members.
ADR entities may also benefit from subsidies, grants and other forms of financial support for the implementation of various projects and the development of their activities.
ADR proceedings are generally free of charge for consumers.

* **9. Have there been changes as to how the competent ADR authority/ies assess and/or monitor ADR entities against the quality criteria provided for in Directive 2013/11/EU in comparison to the last report submitted in 2022?**

- ○ Yes
- ◉ No

* **10. Do you have a residual ADR entity?**

- ◉ Yes
- ○ No

Part II: Activities of ADR entities (collection of qualitative and quantitative data)

* **12. How is ADR staff trained?**

Alternative Dispute Resolution (ADR) entities in Slovakia ensure the professional development of their employees and authorised persons through a combination of internal and external training.
A key role is played by regular training sessions, seminars, and webinars organised by the Ministry of Economy of the Slovak Republic, which employees and authorised persons typically attend at least once a year.
This training is complemented by participation in professional conferences, both domestic and international workshops, as well as by the exchange of experience and consultations among authorised persons and colleagues.
An important component of professional development is continuous self-education through specialised literature, legal databases and online portals, professional journals, methodological materials, and the monitoring of case law of Slovak courts, the Court of Justice of the European Union, and other relevant judicial decisions.
In some cases, ADR entities have also developed their own training methodologies for authorised persons and provide internal training programmes.

*** 13. Please indicate whether you are already considering any future developments related to human resources (recruitment, staff training, etc.).**

Most Alternative Dispute Resolution (ADR) entities currently do not plan any significant expansion of their staffing capacities.
Several entities report that all planned positions are already filled or that interest in working in this field is limited, mainly due to insufficient and unpredictable funding, a high administrative burden, and the formal nature of the processes.
At the same time, it is repeatedly emphasized that the long-term stabilisation and development of human resources within the ADR sector depend on the establishment of a sustainable funding system.
According to several entities, inadequate financial support limits their ability to recruit new professionals, provide systematic training, and build a stable staffing structure.
Given these constraints, future human resources development is expected to focus primarily on maintaining existing staffing capacities and further developing the expertise of authorised persons, rather than on significant recruitment.

*** 14. Do ADR entities in your Member State already bundle similar cases against the same trader?**

- ○ Yes
- ◉ No

*** 15. Do ADR entities in your Member State handle cases against non-EU traders or cases related to pre-contractual or non-contractual issues?**

- ○ Yes
- ◉ No

16. Statistical data – collected from all ADR entities in your Member State

Please put X in case the data is missing

	2022	2023	2024	2025
Number of cases received	490	603	525	919
Number of cases successfully resolved i.e. resulting in an outcome by the ADR entity	179	256	214	393
Number of cases refused by the ADR entity	177	203	197	325
Number of cases withdrawn by consumers (including cases resolved bilaterally between the trader and the consumer after the case was initiated)	31	36	30	46
Number of cases for which the trader did not participate	25	45	37	52
Number of cases decided in favor of the consumer	137	165	128	273
Number of cases which proceeded to court (if available)	10	12	2	10
Average length of proceedings (in days) as of when the ADR entity receives the complete complaint file	53	59	82	85
Proportion (in %) of successfully resolved cases exceeding 90 days as of when the ADR entity receives the complete complaint file	7%	6%	4%	5%

Part III: Best practices, shortcomings & recommendations (covering 2022, 2023, 2024, and 2025)

17. Select the correct answer and add comments in the last column, if needed

	Yes/No	Further comments
Have you organised a national ADR campaign /event to raise awareness?	* Yes	While no regular nationwide ADR awareness campaign has been established, the Ministry of Economy of the Slovak Republic carried out an awareness-raising initiative in 2022. The Ministry ensured the production and distribution of informational leaflets containing basic information on the ADR system. These leaflets were distributed throughout Slovakia to all regional and district courts, as well as to the Legal Aid Centres. In addition, information on ADR is made available through the websites of the competent authorities and ADR entities.
Have you already invested in digitalisation (if not, do you have plans to do so)?	* No	No specific investments in digitalisation have been made at national level specifically aimed at developing a centralised ADR digital infrastructure in the Slovak Republic. However, ADR entities already make use of digital tools and electronic communication in accordance with the applicable legal framework. Consumers may submit ADR applications electronically, and ADR entities provide information and communicate with parties through electronic means and their websites. Several ADR entities also provide online complaint forms or other electronic submission channels. The Slovak Republic remains open to further digital developments that could enhance the accessibility and efficiency of ADR procedures.
Are there specific provisions in place (legislative and/or practical measures) for vulnerable consumers?	* No	The Slovak ADR framework does not contain specific ADR procedures exclusively dedicated to vulnerable consumers. However, the legislation governing ADR is designed to ensure that ADR procedures are accessible, straightforward and consumer-friendly for all consumers, including vulnerable consumers. Consumers may submit an ADR request in written or electronic form, are not required to be represented by a legal professional, and ADR entities are required to conduct proceedings in a manner that is efficient, impartial and easily accessible. In addition, ADR entities are required to provide clear information about their procedures and make relevant information available on their websites. Vulnerable consumers may also benefit from assistance provided by consumer organisations and other entities active in the field of consumer protection.

Are there any national measures /incentives that promote ADR among traders?	* Yes	ADR is encouraged through legislative measures. Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes and on Amendments to Certain Acts establishes a clear framework for out-of-court consumer dispute resolution and imposes several obligations on traders. Traders are required to inform consumers about their right to submit a request for redress and about the competent ADR entity when a request for redress is rejected. Failure to comply with this obligation may be subject to supervision and sanctions. Furthermore, traders are required to cooperate with ADR entities during ADR proceedings by providing relevant information and documentation. ADR therefore offers an accessible, efficient and cost-effective mechanism for resolving consumer disputes, helping to reduce litigation costs and maintain consumer trust.
Is there formal/non-formal cooperation (Memorandum of Understanding or regular meetings) in your Member State? (e.g. between ADR competent authorities if there is more than one authority; between ADR entities? If yes, please elaborate	* Yes	In the Slovak Republic, cooperation between the competent authorities and ADR entities takes place primarily on a non-formal basis. Communication and the exchange of information occur as needed, particularly in relation to the application of ADR legislation, practical issues arising from ADR procedures, and developments in consumer protection. In addition, the Ministry of Economy of the Slovak Republic organises annual meetings for ADR entities, which combine training sessions with opportunities for mutual exchange of experience and discussion. These meetings provide a platform for ADR entities to share practical experiences, discuss current issues and challenges encountered in ADR procedures, and exchange views on possible solutions and best practices. They also facilitate direct communication between the Ministry and ADR entities, contributing to a more consistent application of the ADR legislation. We are not aware of any formal Memoranda of Understanding specifically governing cooperation among ADR entities or competent ADR authorities.

Is there cooperation between ADR entities and enforcement authorities in your Member State? If yes, please elaborate	* Yes	There is cooperation between ADR entities and the relevant public administration and enforcement authorities, particularly in the area of exchanging information and expertise relating to consumer disputes and compliance with consumer protection law. Where appropriate, ADR entities and the competent authorities share information on identified systemic or recurring market problems, while respecting the requirements concerning the protection of confidential information and personal data. Such cooperation is also supported by the statutory framework. In particular, under Section 15(5) of Act No. 391/2015 Coll., authorised ADR entities may refer cases of non-cooperation by traders to the Slovak Trade Inspection, which is responsible for supervising compliance with the relevant statutory cooperation obligations within its competence. Where the Slovak Trade Inspection initiates supervision on the basis of a submission from an authorised ADR entity, it informs that entity of any measures taken to hold the trader liable for failure to cooperate. Cooperation also takes place through ad hoc consultations. For example, in 2025, at the initiative of a consumer association which is also a registered ADR entity, an online meeting was held with representatives of the Ministry of Economy of the Slovak Republic and the Slovak Trade Inspection. The meeting focused primarily on ADR-related legal and practical issues, including their relationship to the effective enforcement of consumer rights in Slovakia. This cooperation contributes to more effective consumer rights enforcement and helps identify areas where additional consumer protection measures may be necessary.
Are you aware of any cross-border or international ADR networks that your ADR entities are part of? If yes, please elaborate	* Yes	Two Slovak ADR entities, the Slovak Banking Association and the Slovak Association of Insurance Companies, are listed as members of FIN-NET. In addition to this formal cooperation, the European Consumer Centre Slovakia (ECC Slovakia) has been actively promoting cross-border cooperation and the exchange of expertise between Slovak and Czech ADR entities, as well as other stakeholders involved in consumer protection. Relevant initiatives include the Czech-Slovak Cooperation Day, organised by ECC Slovakia in Bratislava in June 2022, and the Czech-Slovak Cooperation Days, held in Bratislava in December 2025. Both events were specifically aimed at facilitating the exchange of professional experience, sharing best practices, and discussing current challenges related to ADR and the protection of consumer rights in cross-border cases. In addition, in 2023 ECC Slovakia organised a series of expert workshops focused on strengthening cooperation in the field of consumer protection, involving representatives of ADR entities and other relevant institutions. Slovakia considers the regular exchange of experience and professional dialogue between Slovak and Czech partners to be highly beneficial for the development of ADR mechanisms and the effective protection of consumers in cross-border situations. ECC Slovakia intends to continue supporting and fostering this cooperation in the coming years.

Do you promote the yearly Commission ADR grants among the ADR entities established in your Member State? *	Yes	The competent authority informs ADR entities established in the Slovak Republic about relevant European Commission funding opportunities, including annual ADR grant calls, where applicable. Information on such calls is typically disseminated through direct communication channels and other appropriate means to ensure that ADR entities are aware of available opportunities for financial support and capacity building.

*** 18. Have you already started working on the transposition of Directive 2025/2647?**

- (●) Yes
- ( ) No

* If yes, please elaborate on the steps taken so far

Preliminary analysis of Directive (EU) 2025/2647 and its implications for the Slovak ADR framework has already commenced. The Ministry of Economy is assessing the legislative changes that will be required for transposition and is monitoring discussions at EU level concerning the implementation of the Directive.

*** 19. Do you foresee particular challenges related to the transposition of Directive 2025/2647?**

- (●) Yes
- ( ) No

* If yes, please elaborate on the steps taken so far

No. At this stage, no major obstacles have been identified. However, the transposition process will require a detailed assessment of the new requirements introduced by Directive (EU) 2025/2647, including their impact on existing ADR entities and procedures.

*** 20. In view of the Commission's political priority on enlargement, have you been in contact with an equivalent ADR competent authority from enlargement partners on the implementation of ADR?**

The enlargement partners are: Montenegro, Albania, Ukraine, Republic of Moldova, Serbia, North Macedonia, Bosnia and Herzegovina, Kosovo, Türkiye, Georgia.

- ( ) Yes
- (●) No

21. Any other ADR related statement you deem relevant to add for your Member State for this survey?

Part IV: Voluntary Section

Impact of the Middle East Crisis on consumer ADR

This voluntary section, which is added for information purposes only, does not fall within the 2022-2025 time-period for the ADR national report and **will not be part of the national application report**. We would however be grateful if you could provide replies to the following questions:

What has been the impact, if any, of the Middle East crisis on consumer ADR in your country?

- [x] Increase of cases/queries related to a particular sector directly affected by the events (e.g. travel)
- [x] Increase of cases/queries indirectly affected by the events (e.g. increase of energy prices/changing terms of energy contracts/fuel)
- [ ] Other

Please elaborate which sector(s):

travel, air tickets, travel insurance (1 case)

Please elaborate:

fuel prices

Did the handling of such cases/queries pose challenges for ADRs in your country? (e.g. multilingual support/FAQs for consumers, interpretation of conflict of laws, longer average time to resolve cases)

- ( ) Yes
- (•) No

THANK YOU!

Contact

Contact Form