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| <b>SDG Goal 16</b>          | <b>Peace, justice and strong institutions</b>                                                                                                                                     |
| <b>SDG Target 16.3</b>      | <b>Promote the rule of law at the national and international levels and ensure equal access to justice for all</b>                                                                |
| <b>SDG Indicator 16.3.3</b> | <b>Proportion of the population who have experienced a dispute in the past two years and who accessed a formal or informal dispute resolution mechanism, by type of mechanism</b> |
| <b>Time series</b>          | <b>Consumer conciliation</b>                                                                                                                                                      |

### 1. General information on the time series

- Date of national metadata: 09 March 2022
- National data: <http://sdg-indikatoren.de/en/16-3-3/>
- Definition: The time series measures the total number of consumer conciliation.
- Disaggregation: outcome of the application process

### 2. Comparison with global metadata

- Date of global metadata: April 2021
- Global metadata: <https://unstats.un.org/sdgs/metadata/files/Metadata-16-03-03.pdf>
- The time series is partly compliant with the global metadata. Only procedures of recognised consumer conciliation bodies are presented. Other out-of-court dispute resolution mechanisms, such as mediation procedures or conciliation procedures by non-recognised conciliation bodies or via informal dispute resolution mechanisms, are not presented.

### 3. Data description

- The data is derived from the “Consumer conciliation report 2018” from the Federal Office of Justice. In its function as the Central Contact Point pursuant to Section 35 (1) of the Act on Alternative Dispute Resolution in Consumer Matters, the Federal Office of Justice is responsible for publishing the “Consumer conciliation report “as of 9 July 2018 and every four years thereafter, as well as for transmitting it to the European Commission. This report is based on the activity reports (Section 34 (1) of the Act on Alternative Dispute Resolution in Consumer Matters) and the evaluation reports of the consumer conciliation boards (Section 34 (2) of the Act on Alternative Dispute Resolution in Consumer Matters) as well as the evaluations of the evaluation reports sent by the competent ministries (Section 35 (2) of the Act on Alternative Dispute Resolution in Consumer Matters). For the present consumer conciliation report, the Federal Office of Justice comprehensively evaluated the activity reports of 18 consumer conciliation boards for the year 2016 and of 22 consumer conciliation boards for the year 2017, as well as the evaluation reports submitted by these 22 conciliation boards for the first time as of 1 February 2018 - both with regard to the presentations and conclusions contained therein as well as with regard to the numerical material. For this purpose, the statistical data contained in the reports, among others on incoming applications, rejections, willingness to settle and cross-border disputes, were broken down for all conciliation bodies.

The data of the “Consumer conciliation report 2018” only refers to recognised consumer conciliation bodies in Germany. Other out-of-court dispute resolution mechanisms such as mediation procedures or conciliation procedures by non-recognised conciliation bodies or via informal dispute resolution mechanisms in Germany are not covered by the consumer conciliation report.

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#### 4. Accessibility of source data

- Consumer conciliation report 2018 (only available in German):  
[https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Verbraucherstreitbeilegung/Verbraucher-schlichtungsbericht/Verbraucherschlichtungsbericht\\_node.html;jsessionid=BE0C36F83711B2CF293422CAB9EE625F.1\\_cid383](https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Verbraucherstreitbeilegung/Verbraucher-schlichtungsbericht/Verbraucherschlichtungsbericht_node.html;jsessionid=BE0C36F83711B2CF293422CAB9EE625F.1_cid383)

#### 5. Metadata on source data

- Consumer conciliation report 2018 (only available in German):  
[https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Verbraucherstreitbeilegung/Verbraucher-schlichtungsbericht/Verbraucherschlichtungsbericht\\_node.html;jsessionid=BE0C36F83711B2CF293422CAB9EE625F.1\\_cid383](https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Verbraucherstreitbeilegung/Verbraucher-schlichtungsbericht/Verbraucherschlichtungsbericht_node.html;jsessionid=BE0C36F83711B2CF293422CAB9EE625F.1_cid383)

#### 6. Timeliness and frequency

- Timeliness: Not available.
- Frequency: Every 4 years

#### 7. Calculation method

- Unit of measurement: Number
- Calculation method:  
Not applicable.