

SDG Goal 16	Peace, justice and strong institutions
SDG Target 16.3	Promote the rule of law at the national and international levels and ensure equal access to justice for all
SDG Indicator 16.3.3	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
Time series	Conciliation requests received and finally processed

1. General information on the time series

- Date of national metadata: 7 December 2022
- National data: <http://sdg-indicators.de/16-3-3/>
- Definition: The time series measures the number of conciliation requests received and finally processed by consumer conciliation bodies.
- Disaggregation: outcome of the application process

2. Comparability with the global metadata

- Date of global metadata: March 2023
- Global metadata: <https://unstats.un.org/sdgs/metadata/files/Metadata-16-03-03.pdf>
- The time series is not compliant with the global metadata, but provides additional information. It measures the number of dispute resolution requests received by recognised consumer conciliation bodies and not, as required by the global metadata, the number of people who have used a formal or informal dispute resolution procedure as a percentage of all people who have had a legally relevant dispute.

3. Data description

- The data is derived from the “Consumer conciliation reports” from the Federal Office of Justice (BfJ). In its function as the central contact point pursuant to Section 35 (1) of the Act on Alternative Dispute Resolution in Consumer Matters (VSBG), the BfJ has been responsible for publishing the consumer conciliation report since 2018 and every four years thereafter, as well as for transmitting it to the European Commission.

The reports are based on the activity reports (Section 34 (1) of the VSBG) and (for first time in 2017) the evaluation reports of the consumer conciliation boards (Section 34 (2) of the VSBG) as well as (only in 2016 and 2017) the evaluations of the evaluation reports sent by the competent ministries (Section 35 (2) of the VSBG).

The number of consumer conciliation bodies whose activity reports are included in the consumer conciliation reports varies:

2016: 18 consumer conciliation bodies,
2017: 22 consumer conciliation bodies,
2018: 27 consumer conciliation bodies,
2019: 27 consumer conciliation bodies,
2020: 28 consumer conciliation bodies, and
2021: 28 consumer conciliation bodies.

For the purpose of compiling the consumer conciliation reports, the statistical data contained in the reports, including information on applications received, rejections, willingness to settle, and cross-border disputes, was broken down for all conciliation bodies, tabulated using a common reference figure, and extensive graphics were created based on this information.

4. Access to data source

- Consumer conciliation reports (only available in German):
https://www.bundesjustizamt.de/DE/Themen/Verbraucherrechte/Verbraucherstreitbeilegung/Verbraucherschlichtungsberichte/Verbraucherschlichtungsberichte_node.html

5. Metadata on source data

- Consumer conciliation reports (only available in German):
https://www.bundesjustizamt.de/DE/Themen/Verbraucherrechte/Verbraucherstreitbeilegung/Verbraucherschlichtungsberichte/Verbraucherschlichtungsberichte_node.html

6. Timeliness and frequency

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

7. Calculation method

- Unit of measurement: Number
- Calculation:

Not applicable.