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**Digital Economy**

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## **Main Characteristics:**

- **PUBLIC ADR**
- **SELF-COMPOSITION**
- **ACCESSIBILITY**
- **PUBLIC POLICY TOOL**
- **FOCUS ON: TRUST, DIALOGUE, EMPOWERMENT, TRANSPARENCY AND EFFECTIVENESS.**



# NUMBERS

of  
the

## Platform

Received for

**871** (vs. 537 in 2019)

Registered companies



**3.1 million** (vs. 2.1 million in 2019)  
concluded complaints

**80%**  
Complaint Resolution index

**99%**

Answered  
Complaints



Period: June, 2014 – August, 2020. Reflects the numbers increase with the Pandemic.