

Question for written answer E-004287/2025
to the Commission
Rule 144
Pierre Juvet (S&D)

Subject: Exclusive use of automated chatbots to address user complaints

The rapid development of automated chatbots in recent years has gone hand-in-hand with a major change in online platforms' user complaint management systems. With a view to keeping staff numbers down, some providers, such as video game companies, are using chatbots to handle almost all of their users' complaints, with no possibility of direct human contact.

These situations are frustrating and very disruptive for users, who are provided with one-size-fits-all responses in even the most complex cases.

This practice would appear to constitute a clear breach of the Digital Services Regulation.

Article 12 thereof states that providers 'should allow recipients of services to choose means of direct and efficient communication which do not solely rely on automated tools'.

Similarly, Article 20 further stipulates that responses to complaints should be drafted 'under the supervision of appropriately qualified staff, and not solely on the basis of automated means'.

1. Has the Commission identified any platforms which are in breach of this specific provision?
2. What specific measures or sanctions will it take to ensure that platforms fulfil the obligation to offer human interaction in their management of complaints?

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