

(English version)

**Question for written answer E-004287/25
to the Commission
Pierre Juvet (S&D)
(31 October 2025)**

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?

Submitted: 31.10.2025

**Answer given by Executive Vice-President Virkkunen on behalf of the European Commission
(17 December 2025)**

The Commission is conscious of the risks related to services relying on chatbots and other automated means as a point of contact, for content moderation, or as complaint handling tool.

The provisions of the Digital Services Act (DSA) ⁽¹⁾ apply only where the services fall within the relevant definitions of Article 3, which is not the case of video game services.

The Commission continuously monitors compliance of providers of Very Large Online Platforms (VLOPs) and Very Large Online Search Engines (VLOSEs) with Articles 12 and 20 of the DSA.

For example, the Commission opened an investigation against AliExpress for concerns related to Article 20, which was closed with commitments from the provider ⁽²⁾.

The commitments ensure AliExpress's complaint handling system complies with DSA requirements, including human interaction.

The supervision of all other, smaller, intermediary service providers within the scope of the DSA that are neither VLOPs nor VLOSEs lies exclusively with Member States and their Digital Services Coordinators.

The Commission will continue to initiate proceedings under the DSA, which can lead to binding commitments or fines, to ensure that the providers of VLOPs and VLOSEs comply with the DSA. More information on published risk assessments and enforcement actions can be found on the Commission's website ⁽³⁾.

⁽¹⁾ https://commission.europa.eu/news-and-media/news/digital-services-act-keeping-us-safe-online-2025-09-22_en.

⁽²⁾ <https://digital-strategy.ec.europa.eu/en/news/commission-makes-aliexpress-commitments-under-digital-services-act-binding>.

⁽³⁾ <https://digital-strategy.ec.europa.eu/en/policies/list-designated-vlops-and-vloses#ecl-inpage-metaplatforms>.