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Answer given by Executive Vice-President Virkkunen
on behalf of the European Commission
(8.7.2026)

Regulation (EU) 2019/1150 (P2B)¹ aims to ensure a fair, transparent and predictable business environment for smaller businesses and traders on online platforms. The Digital Services Act (DSA)² provides harmonised rules for a safe online environment for all recipients of digital services. Both impose internal complaint-handling obligations on platforms. Article 20 DSA requires providers to handle complaints in a timely, non-discriminatory, diligent and non-arbitrary manner, and not solely by automated means. Similarly, Article 11 P2B requires providers to process complaints within a reasonable timeframe and to provide individualised outcomes.

Under Article 53 DSA, business users may lodge complaints with Digital Services Coordinators (DSCs) of the Member States where they are established. The P2B does not contain a comparable provision. The Commission does not maintain a separate category for complaints on long-term restrictions or vetting procedures by online platforms.

Since the P2B adoption, the EU regulatory framework on online platforms has been strengthened significantly, particularly with the DSA and the Digital Markets Act³, which largely overlap with the P2B's transparency and fairness provisions. The Commission has noted that the P2B has been under-applied and under-enforced. Article 15 does not mandate Member States to designate a competent authority to enforce the P2B or report complaint numbers.

With the DSA, a more robust enforcement structure is in place via DSCs and the Commission for very large online platforms, ensuring business users' rights, including on complaint handling, are effectively protected.

In line with the simplification agenda, the Commission has proposed, as part of the Digital Omnibus, to repeal the P2B to remove a regulatory layer, improve legal clarity and lower compliance costs.

¹ Regulation (EU) 2019/1150 of the European Parliament and of the Council of 20 June 2019 on promoting fairness and transparency for business users of online intermediation services; <https://eur-lex.europa.eu/eli/reg/2019/1150/oj>.

² Regulation (EU) 2022/2065 of the European Parliament and of the Council of 19 October 2022 on a Single Market For Digital Services and amending Directive 2000/31/EC (Digital Services Act); <https://eur-lex.europa.eu/eli/reg/2022/2065/oj>.

³ Regulation (EU) 2022/1925 of the European Parliament and of the Council of 14 September 2022 on contestable and fair markets in the digital sector and amending Directives (EU) 2019/1937 and (EU) 2020/1828 (Digital Markets Act); <https://eur-lex.europa.eu/eli/reg/2022/1925/oj>.