

## Mission project: Legal aid website – How do I exercise my rights?

### What is the problem?

If Europeans are to be able to exercise their rights, information about them must be made more readily available. Although individual EU institutions put important information on their websites, finding it requires considerable effort. However, not everyone knows that such help is available at all or has the knowledge required to make good use of it.

### What is the solution?

*Legal aid website: How do I exercise my rights?*

A dedicated website should be provided – **How do I exercise get my rights?** – which collects all the legal aid instruments that the EU has made available so far. Ideally, the relevant information could be found by clicking on **My rights! How the EU can help** on the homepages of all European institutions, linking directly to the website. This is the only way to ensure that this information is also listed by search engines.

For example, the European Commission's website provides extensive information on out-of-court dispute resolution for consumers in the context of their consumer rights, based on Regulation No. 524/2013. The technically rather complicated option of online dispute resolution via the so-called ODR platform has been available since February 2016. However, it should be more widely known and made more user-friendly, for example, by presenting it in simple language. It is a joint effort by the European Commission and the European Parliament. The aim is to bring existing information together on a common website and to link to it from their own websites (also those of each MEP).

### How does it affect Europeans?

Access to justice is a problem of inequality that social democratic politicians should address. Both the understanding of law and access to law are distributed unequally among social groups. Those with a higher formal education and more financial resources are not only more likely to know their rights, but also to be able to exercise them with the help of lawyers. This produces an imbalance which should be of concern to everyone.

### What does it cost?

The costs are very small, mainly comprising desk research on individual offers of legal help, as well as the design of a website and links.

**Would you like more detailed information about this policy?**