

Fee Schedule

Version 2.1. PDF (latest version)

Last Updated: September 2026

1. PURPOSE

- 1.1. The Impress Dispute Resolutions (IDR) Out-of-Court Dispute Settlement (ODS) Scheme aims to effectively reduce online harms by resolving disputes and addressing systemic harmful practices that create a safer, fairer online environment.
- 1.2. As a certified ODS body, IDR provides this service at the cost of delivering and maintaining it. This is in line with our wider mission of creating a more trustworthy and resilient information ecosystem, as well as the Impress group structure as a non-profit. Working for the good of individuals, platforms and society at large, this model envisions a future where fundamental rights are protected online and the system becomes self-regulating, over time rendering ODS no-longer necessary.

2. ODS FEES FOR USERS/CLAIMANTS

- 2.1. ODS is provided free of charge to recipients/users of platform services who submit an admissible case. Removing the cost for claimants ensures low barrier to entry for those with minimal financial resources, ensuring that all members of the public are able to exercise their rights under the EU [Digital Services Act](#) (DSA).
- 2.2. Where a dispute is found in favour of the claimant, all fees will be paid by the provider of the platform.
- 2.3. Any frivolous or vexatious complaints by recipients of the online service may cause cases to be struck-out and claimants acting in bad faith may be barred or actioned by robust application of the [Rules of Procedure](#).

3. CASE OUTCOMES EFFECTING ADMINISTRATION FEES

- 3.1. A case will be finalised with one of the following outcomes:

Case Outcome	Process Stage	Description
Case Rejection	Incomplete Information	A case has been submitted however there is insufficient information to continue and/or when attempting to commence the case, claimant does not respond.
	Inadmissible	All required information from complainant is received, however case does not meet admissibility criteria and is therefore out of scope.
	Subsequent Inadmissibility	Subsequent information or substantiation shows the case to be inadmissible.
Case Closure	Platform settlement	Upon receiving notification of the case, the platform chooses to overturn their previous decision or make a counteroffer which the claimant immediately accepts, prior to appointment of case decision-maker.
	Strike out, Withdraw or Stay	At any stage prior to decision, the complainant withdraws their case and/or becomes non-responsive and/or violates procedural requirements; or if case is stayed due to change in circumstance. Also, relevant if case is concluded by parties under a settlement outside the ODS procedure.
Case Decision	Standard Process Decision	The case reaches decision with a single engagement with each party, using the minimum time required by decision-maker.
	Extended Process Decision	The case reaches a decision with multiple engagements with parties and/or additional time is required from case decision-makers.
	Decision without Full Respondent Data	The platform fails to respond or provide required information or violates requirements of the ODS procedure.

Table 1: IDR Case Outcomes by Process Stages.

4. ODS FEE OVERVIEW

- 4.1. ODS requires both administration (managing a case to closure) and case decision-making (providing a non-binding judgement on a case).
- 4.2. Administrative fees are activated once a case has been accepted and investigation initiated by IDR.
- 4.3. Decision fees will be initiated once a platform has agreed to enter into the dispute resolution process and a decision-maker assigned.
- 4.4. All fees are payable upon case completion, regardless of outcome.

5. CASE ADMINISTRATION FEES

- 5.1. Case administration fees cover the costs to process a case. This includes case review, triage, communication with relevant parties, and decision-maker support up to decision or case closure.



5.2. Case administration fees are as follows:

Case Administration Fees	List Price EU
Incomplete Case Information - Rejection	€ 0
Case Inadmissible (after acceptance) - Rejection	€ 90
Platform Settlement / Strike-Out, Withdrawn or Stayed	€ 135
Standard Process / Decision without Full Data / Default	€ 180
Extended Process (billed hourly, capped at €540, minimum of €225)	€ 45
Subsequent Inadmissibility / Platform Settlement / Platform Withdrawal (billed hourly, capped at €450, minimum of €135)	€ 45

Table 2: IDR Case Administration Fees Schedule.

5.3. Case administration is charged at the above fixed rates, except in the situation where a case requires additional administration, such as for example, where case resolution time is extended due to complexity of case, a lack of information or engagement from the online platform or subsequent provision of information after decision initiation that requires a review of admissibility.

5.4. In this case, the base administrative fee would be levied, plus charges for any additional administrative hours utilised.

5.5. Fees are calculated as follows:

Extended Process Decision (billed hourly, capped at €540, minimum of €225)	Hours	€ 225.00
Additional hours charge for Extended Process Administration	1	€ 45.00
Maximum hours charge for Extended Process Administration	12	€ 540.00
Subsequent Inadmissibility / Platform Settlement / Withdrawal (billed hourly, capped at €450, minimum of €135)	Hours	€ 135.00
Additional hours for Subsequent Administration	1	€ 45.00
Maximum charge for Subsequent Administration	10	€ 450.00

Table 3: IDR Additional Case Administration Charges (Hourly Rates)

6. CASE DECISION FEES

6.1. In order to ensure the costs are reasonable and proportionate to the service provided, cases are categorised according to complexity and costed according to the time taken to resolve them.

6.2. The following table shows the time and costs to reach a decision:



Case Decision Fees	
Standard Process Decision	Fee
Standard Process Decision	€ 385.00
Additional Hours for Extended Process Decision	Fee
Extended Process Decision Hourly rate	€ 290.00
Minimum hours	€ 290.00
Maximum hours	€ 3,480.00

Table 4: IDR Case Decision Fees Schedule.

7. CALCULATING ODS FEES

- 7.1. The final fee for an ODS case comprises both the case administration and the case decision fees. In other words: Case Fee = Case Administration Fee + Case Decision Fee
- 7.2. While this differs between matters according to case specifics, most cases that reach decision stage will follow the basic format of single submission from each party, and be billed as a "Standard Process Decision".
- 7.3. The fee for a Standard Process Decision is as follows:

Case Fees – Standard Process Decision	Price	Fees	Total
Case Administration			
Standard Process Administration Fee	€ 180.00	1	€ 180.00
Case Decision			
Standard Process Decision Fee	€ 385.00	1	€ 385.00
Total			€ 565.00

Table 5: IDR Standard Process - Total Case Fees.

- 7.4. Final fees for cases not resolved through standard process will be calculated according to the above fee schedule, with platforms being notified accordingly.

8. OPTIONAL SUBSCRIPTION PACKAGES & FEE DISCOUNTS

- 8.1. A platform may choose to work with IDR to streamline their ODS workflow, integrate relevant systems and/or develop joint process efficiencies. If so, an agreed discretionary discount within a subscription package may be offered for optimised case administration. Final pricing will depend on the level of



optimisation achieved between body and platform and negotiated accordingly.

- 8.2. For more information, questions or to discuss subscription packages and discounts, please contact info@impressdisputeresolutions.org.

